

ICT and E-Safety Policy

The Board of Trustees, CEO and Strategic team are committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

This policy was created and ratified by the Trust Board in:	November 2025
The policy owner is:	ICT Services Manager
This policy will be reviewed by the Trust Board in: (unless earlier review is recommended by the Trust)	October 2027
Policy Version:	V5
Signed by the Chair of the Board of Trustees:	John Smith

Version Number	Effective Date	Author	Summary of Changes
V5	Oct 25	M Fitzpatrick (COO)	Addition of the 4c's from KCSIE 2025 - Para 3 sub Para 3.2

Associated Documentation

- Data Protection Act 2018
- Copyright, Designs and Patents Act 1988
- Digital Charter
- Computer Misuse Act 1990

Related Policies:

- Data Protection Policy (GDPR)
- Website Policy
- Social Media Policy
- Anti-bullying Policy

Contents

1. Definitions	3
2. Why is the Use of the Internet Important?	3
3. Core Principles of Internet Safety	4
4. Internet Access	6
5. Acceptable Use	6
6. Copyright Law	7
7. School Websites	8
8. Publishing Students' Images and Work	8
9. Email	8
10. Blogging and other forms of Social Networking / Collaborative Working	8
11. Videoconferencing Users	8
12. Mobile Phones	9
13. Handheld Radio Use	9
14. Security	10
15. The ICT Use Code of Practice	10
16. Filtering and Monitoring	10
17. Cyber-Bullying	12
18. Managing Transgressions	12
Appendix 1: ICT Code of Practice	14
Appendix 3: Staff Code of Conduct for ICT	18

1. Definitions

The Trust: refers to The Wensum Trust.

Headteacher: also refers to any other title used to identify the Principal/Headteacher where appropriate.

Employee: refers to any member of the staff, teaching and support, employed to work at an academy in the Trust.

Filtering: IT system/s which blocks access to harmful sites and content

Governor: also refers Trustee depending on reporting channel.

Monitoring: IT system/s which identifies when a user accesses or searches for certain types of harmful content on school and college devices. The system provides an alert to the relevant staff to enable them to intervene with the user.

Network Manager: refers to the Wensum Trust ICT Services Manager for Primary Phase schools. Refers to the school Network Manager for Secondary Phase Schools.

2. Why is the Use of the Internet Important?

2.1. The internet is an essential element in twenty-first century life for education, business, and social interaction. It is an open communications channel allowing information to be transmitted to many locations in the world. Messages may be sent, ideas discussed and material published with very little restriction. These features of the internet make it an invaluable resource used by millions of people every day. The purposes of internet use in school are to promote student achievement, to support the professional work of staff and to enhance the school's management, information and business administration systems.

2.2. Benefits of using the internet and web services in education include:

- Access to world-wide educational resources
- Educational and cultural exchanges between students world-wide
- Cultural, vocational, social and leisure use in libraries, clubs and at home
- Access to experts in many fields for students and staff
- Staff professional development through access to national developments, educational materials, and good curriculum practice

- Communication with support services, professional associations, and colleagues
- Improved access to technical support including remote management of networks
- Exchange of curriculum and administration data with Norfolk County Council's Children's Services and the Department for Education.

2.3. The statutory curriculum requires students to learn how to locate, retrieve and exchange information using ICT. Consequently, in delivering the curriculum teachers need to plan to integrate the use of communications technology such as web-based resources and e-mail to enrich and extend learning activities. Effective internet use is an essential life skill for all students to master.

3. Core Principles of Internet Safety

3.1. In common with most technologies, internet use presents risks as well as benefits. Students could be placed in inappropriate and even dangerous situations without mediated internet access. To ensure responsible use and the safety of students the school's policy is built on the following five core principles:

3.1.1. Guided Educational Use

Internet use will be planned, task orientated and educational within a regulated and managed environment.

3.1.2. Risk Assessment

Both staff and students will be aware of the risks associated with internet use. Emerging technologies will be examined for educational benefit and a risk assessment carried out before use in school allowed. Staff and students will know what to do if they come across inappropriate material when using the internet.

3.1.3. Responsibility

Internet safety depends on staff, governors, advisors, parents, and students themselves taking responsibility for use of the internet and associated technologies. The school will seek to balance education for responsible use, regulation, and technical solutions to ensure student safety.

3.1.4. Regulation

The use of the internet, which brings with it the possibility of misuse, will be regulated. (Internet Use Code of Practice – Appendix 1)

3.1.5. Appropriate Strategies

Effective, monitored strategies will be in place to ensure responsible and safe internet use. The school will work in partnership with Norfolk County Council's Children's Services, the Department for Education, parents and the Internet Service Provider to ensure systems to protect students are regularly reviewed and improved.

3.2. The 4Cs Framework for Online Safety

The Trust recognises that online safety risks can be categorised into four key areas, known as the 4Cs. Our approach to online safety addresses each of these risk categories:

3.2.1. Content - being exposed to illegal, inappropriate, or harmful content, for example: pornography, racism, misogyny, self-harm, suicide, antisemitism, radicalisation, extremism, misinformation, disinformation (including fake news) and conspiracy theories.

3.2.2. Contact - being subjected to harmful online interaction with other users; for example: peer-to-peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.

3.2.3. Conduct - online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography), sharing other explicit images and online bullying.

3.2.4. Commerce - risks such as online gambling, inappropriate advertising, phishing and/or financial scams.

The Trust's filtering and monitoring systems, staff training, curriculum provision and incident response procedures are designed to mitigate risks across all four categories.

3.3. The Network Manager will be designated as e-Safety Coordinator. The e-Safety coordinator along with the ICT Department and the Headteacher will:

- Maintain an e-safe culture
- Act as a key point of contact on all e-safety issues
- Raise awareness and understanding of e-safety to all stakeholders, including parents and carers
- Embed e-safety in staff training, continuing professional development and across the curriculum and learning activities
- Maintain an e-safety incident log and report on issues
- Understand the relevant legislation
- Liaise with the local authority and other agencies as appropriate
- Review and update e-safety policies and procedures regularly

4. Internet Access

4.1. Students

Parents will be informed that students will be provided with monitored internet access and will be required to sign and return a form (Appendix 2) acknowledging their understanding of the School's policy and internet and network use. The school will keep a record of all students who are granted internet access. The record will be monitored by the Network Manager.

4.2. Staff, Governors and Community

Staff will be given access to the internet as part of their role within school. Governors and community users / visitors will be given access to a secure WiFi connection when on site. Details of the WiFi network can be obtained from the Network Manager.

All staff must read and sign the Staff Code of Conduct before using any school ICT resource (Appendix 3).

5. Acceptable Use

5.1. The following rules apply to all network users including those from the Community and Extended Services:

- I will only access the system with my own login and password, which I will keep secret
- School computer and internet use must be for educational activities
- The copyright and intellectual property rights of others must be respected
- Users must not bring in offensive material via memory devices, the

internet, or an e-mail attachment

- Users are responsible for not spreading offensive material across the network or internet
- Anonymous messages and chain letters must not be sent
- Irresponsible use of the network for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990
- The school may exercise its right by electronic means to monitor the use of the school network, including websites and emails. The school may delete inappropriate materials in circumstances where it believes unauthorised use of the school's computer system is or may be taking place, or the system is or may be being used for criminal or unsuitable purposes.

5.2. In common with other media such as magazines, books and video, some material available via the internet is unsuitable for students. The school, with the support and guidance of the ICT Services Manager, will take all precautions to ensure that users only access appropriate material. However, due to the international and linked nature of internet content, it is not possible to guarantee that unsuitable material will never occur on a school computer. Neither the school nor The Wensum Trust can accept liability for the material accessed, or any consequences of internet access.

5.3. If staff or students accidentally discover unsuitable sites, the URL (address) and content must be reported immediately to the ICT Services Manager / Network Manager who will make the necessary adjustments to the school's filtering arrangements and/or advise the service provider. Staff and students will be made aware that the use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.

6. Copyright Law

6.1. The use of internet derived material by staff and pupils must comply with copyright law. Guidance is available from several sources, principally the Copyright Licensing Agency <http://www.cla.co.uk/>. Many websites will include a copyright statement setting out exactly the way in which materials on the site may be used. When using websites in school, students and staff should be encouraged to look for copyright information, so reinforcing their understanding of the importance of this issue.

7. School Websites

- 7.1. The contact details on the school website will be the school address and other agreed details, no student personal information will be published.

8. Publishing Students' Images and Work

- 8.1. Photographs that include students will be selected carefully and will not enable individual students to be clearly recognised unless express permission has been given by an adult with parental responsibility. This permission is requested when each student joins the school and is recorded onto the school management information system. Full names will not be used in association with photographs

9. Email

- 9.1. Each student and member of staff will have their own email address provided by the school, which can be access both at school and off-site. Students must not reveal details of themselves or others, such as their address or telephone number, or arrange to meet anyone in email communication without specific permission.
- 9.2. Students must immediately tell a teacher if they receive an offensive email.
- 9.3. Staff must report reception of offensive or inappropriate emails to the Network Manager.
- 9.4. Staff must use their school provided email address when communicating with students and parents.

10. Blogging and other forms of Social Networking / Collaborative Working

- 10.1. It is a requirement of some exam syllabuses that students have access to, and actively use, specific Social Networking or collaborative working websites. When this facility is required, the students concerned will be added to a specific filtering group which allows access to the named site only, parental agreement will be required before this facility is allowed. It is important that students' full names are not used when accessing blogging sites.

11. Videoconferencing Users

- Students must ask permission from the supervising member of staff before making or answering a videoconference call
- Videoconferencing must be supervised appropriately for the students' age.

Parents and carers must agree for their children to take part in videoconferences at the start of each academic year

- Responsibility for the use of the videoconferencing equipment outside school needs to be established using a risk assessment for the users
- Only key administrators should be given access to the videoconferencing system, web or other remote control page available on larger systems
- Where it might be beneficial for a student or group of students to conference without adult supervision the ICT Services Manager / Network Manager must first give permission
- Only the teacher or administrator of the videoconferencing call should record the session. Consent should be gained from each participant before the session is recorded.

12. Mobile Phones

12.1. Students

Mobile phones are only permitted in lessons if expressly linked to the learning and should normally be switched off during all lessons and kept within the student's bag. The sending of abusive or inappropriate text messages is forbidden and may be illegal. The inclusion of inappropriate language or images within text messages is difficult for staff to detect. Students will be reminded that such use is both inappropriate and conflicts with school policy. Abusive messages will be dealt with under the school Anti-Bullying Policy; this includes 'videoing' of incidents.

12.2. Staff

Staff will be issued with a school phone where contact with students is required or the school's communication technology, e.g., teachers 2 parents, PS Connect etc. will be used. If contact with students is necessary staff must use school owned equipment.

13. Handheld Radio Use

- 13.1.** When using unencrypted voice radio, the radio must be used within the terms of the Ofcom license and in accordance with relevant school policies. When a secure confidential conversation is required the school mobile or fixed phone network should be used.

14. Security

- 14.1. As more data is available electronically, and in line with our duty under the Data Protection Act (DPA) and General Data Protection Regulation (GDPR), we will take all reasonable steps to protect personal data. A school username and password are required to access school resources and permissions are set so that users can only view areas and documents appropriate to them. Within school unauthorised access to the school's electronic systems would fall under the Computer Misuse Act and will be reported to the police.
- 14.2. Personal data taken off the school site must be protected by encryption. Staff should also give careful consideration to the security of school equipment and where this is stored if taken off site.
- 14.3. Staff should login securely via remote desktop connection or use secure cloud storage, e.g., google drive, when accessing personal data off-site. Where this is not possible all personal data should be protected via encryption.
- 14.4. The disposal of computer equipment which contains non-volatile memory will be managed so that no school data is retained within the device on disposal.

15. The ICT Use Code of Practice

- 15.1. The Trust has developed a set of guidelines for computer network use by students and staff. These will be made available to students and kept under constant review by the Principals / Headteachers, advised by the Network Manager. All members of staff are responsible for explaining the rules and their implications. All members of staff need to be aware of possible misuses and their e-safety responsibilities towards students.

16. Filtering and Monitoring

- 16.1. The Trust subscribes to the principles outlined in the Department for Education's Filtering and Monitoring Standards for Schools and Colleges (March 2023)
- 16.2. All staff must understand the expectations and roles and responsibilities in relation to filtering and monitoring and know how to report a safeguarding concern relating to online safety
- 16.3. The IT Services Manager is responsible for procuring appropriate filtering and monitoring systems (which includes monitoring of email messages), providing

filtering, and monitoring reports, and maintaining/regularly checking the systems

- 16.4.** The Designated Safeguarding Lead (DSL) at each school is responsible for acting on the information given to them in the filtering and monitoring reports. They are responsible for ensuring that safeguarding concerns are appropriately acted upon and for conducting checks on the filtering and monitoring systems
- 16.5.** The filtering system will block harmful and inappropriate content but will not:
 - 16.5.1. Unreasonably impact on teaching and learning or school administration
 - 16.5.2. Restrict students from learning how to assess and manage risk for themselves
 - 16.5.3. The filtering system provider is a member of the Internet Watch Foundation and signed up to Counter Terrorism Internet Referral Unit (CITRU)
- 16.6.** Each school is responsible for producing a mechanism to urgently pick up incidents recorded in the monitoring system. The school should have this recorded and forms part of their safeguarding strategy.
- 16.7.** The IT Services Manager and the DSLs from each school review the filtering and monitoring provisions annually to ensure that it remains effective with the changing needs and risks. Ideally, this is to be completed in the summer term.
- 16.8.** The IT Services Manager and the DSLs from each school complete checks on the filtering and monitoring systems termly to ensure that they are operating sufficiently.
- 16.9.** Staff are regularly reminded of the importance of filtering and monitoring systems through staff communication channels (e.g., internal newsletters)
- 16.10.** It is important that all staff maintain high levels of awareness in relation to internet use and proactively monitor student e-safety, eyes and ears cannot be replaced by electronic systems. This is particularly relevant to the use of personal devices by students which cannot be monitored by school systems as they are not connected to the school network and are the personal property of the student.

17. Cyber-Bullying

17.1. Cyber bullying is a form of harassment using information and communications technology (ICT), particularly; mobile phones, social media, and internet, with the purpose of trying to deliberately upset and intimidate someone else. It is a “method” rather than a “type” of bullying and includes bullying via text message, instant messaging services, social network sites, email, images, and videos posted on the internet or spread by mobile phone.

17.2. Students, Parents and Carers

Parents and carers need to be aware that most children have been involved in cyberbullying in some way, either as a victim, perpetrator, or bystander. By its very nature, cyberbullying tends to involve a number of online bystanders and can quickly spiral out of control. Children and young people who bully others online do not need to be physically stronger and their methods can often be hidden and subtle.

If students or parents / carers of students believe they are being bullied online, they should report this to their Tutor / Class Teacher who will investigate the incident and use sanctions set out in the behaviour policy to deal with any perpetrators. Where possible, screenshots and evidence of any online activity should be recorded.

17.3. Staff

The Trust is committed to protecting staff against cyber-bullying and online harassment and take the complaints of staff members as seriously as the complaints of students and parents. Any member of staff who believes they are being bullied or harassed online should report this to the senior leadership team at the school who will investigate the incident. Where possible, screenshots and evidence of any online activity should be recorded.

18. Managing Transgressions

18.1. Staff issues will be dealt with by the Principals / Headteachers through the normal processes.

18.2. Student issues will be dealt with through the school’s behaviour policy.

18.3. A list of students who have Restricted Access will be maintained by the Network Manager and this list will give an end (or review) date for the end of a restriction and detail the type of restriction.

Appendix 1: ICT Code of Practice

Students granted access to the internet, including e-mail, will abide by this Code of Practice.

All users of the internet are expected to abide by the generally accepted rules of computer and network use.

- Be polite when using e-mail. Do not use e-mail to bully or insult others
- Do not use inappropriate or unacceptable language
- Never reveal any personal information or that of fellow students to people unknown to you
- Email is not private. Never say anything or engage in anything that you would not be happy to write on a postcard that could be read by everyone

Students agree that they will not perform the following unacceptable actions:

- Use the network for any illegal activity, including violation of copyright or other laws
- Use the network in ways that break School policies and standards of behaviour
- Damage, degrade or disrupt the performance of equipment or systems
- Infringe the privacy of the other students and staff by accessing or damaging computerised data
- Divulge their username and password to others
- Waste resources, including bandwidth, file space and printers
- Use resources and equipment when not authorised
- Use someone else's account, either with or without permission
- Forward or circulate in any way personal communications without the author's consent
- Add defamatory comments to websites
- Download or install software on the school's systems
- Attempt to circumvent the school's security system(s)

The School undertakes not to post students' work to the School website without permission of the student and acknowledgement.

Students should report to a member of staff any concerns regarding unauthorised account access, compromised passwords or unusual or defamatory content found on web sites or received via personal emails.

Student and Parent/Carer Consent

While it is the school's firm intention that access to the internet will be granted to students solely in order to further the teaching objectives of the school, students may have the ability to access other materials as well. The School cannot control the information that may be found on the internet. The information that students may be able to access through the

internet may include material that is illegal, defamatory, inaccurate or in some other way objectionable.

Therefore, no student will be granted access to the internet without both student and parent/carer signing the consent forms attached to this Code of Practice.

The parental consent form allows parents/carers to confirm that their child may or may not have access to the internet.

The student consent form confirms that the student has read and agrees to abide by the Code of Practice.

Access and Training

Once signed parental and student consent forms have been received, the Network Manager is responsible for granting internet and email access on the School's computer network.

Each student will receive a unique network username and password which should not be divulged to anyone else. A master list of usernames shall be maintained by the ICT support department for the duration of the student's stay at the school.

If a student forgets their network username or password, they must request re-issue via their Tutor or teacher, who will pass the request onto the ICT Services Manager / Network Manager on their behalf.

Note: Passwords cannot be 'reissued': they will be deleted and a new password will be set up.

Training and advice on the practicalities and safe use of the internet and e-mail will take place as part of ICT lessons throughout the curriculum.

Withdrawing Access

Internet use during lessons is monitored by the supervising member of staff. All network use/content is logged by the system and anything suspicious will be reported to the ICT Services Manager / Network Manager.

Any student found to have broken or disregarded the Code of Practice may have their internet and/or email access suspended or withdrawn at the discretion of the Principal / Headteacher.

The student and parent/carer shall be notified in writing of the withdrawal and reasons for this.

If a student needs network access to complete school work, supervised access may be granted by negotiation with the teacher concerned and the ICT Services Manager / Network Manager.

Access shall be removed from the system by the ICT Services Manager / Network Manager when a student permanently leaves the school.

Appendix 2: Internet Access Student Consent Form

Internet Access Student Consent Form

I have read and agree to respect the ICT Code of Practice.

I understand that breaching the Code will result in the suspension or permanent withdrawal of my right to make use of the e-mail and/or internet facilities provided by the School.

Student Name
(Block Capitals Please).....

Tutor Group / Class.....

Student Signature.....

Date.....

Internet Access Parental Consent Form

Dear Parent/Carer

Your son or daughter now has the opportunity to have an e-mail address and access to the internet.

Please read the School's Code of Practice carefully and confirm that you have done so by signing this letter. Return the signed letter to the School.

I have read the Code of Practice and grant/do not grant* permission for my child to be given access to the internet and e-mail at School.

*delete as applicable

Student Name.....
(Block Capitals Please)

Tutor Group/ Class.....

Signed.....Parent/Carer

Date.....

Appendix 3: Staff Code of Conduct for ICT Staff Code of Conduct for ICT

To ensure that members of staff are fully aware of their professional responsibilities when using information and communication systems equipment staff are asked to sign this code of conduct.

Members of staff must read and understand the school's ICT / E-Safety policy prior to signing.

I understand that the school ICT equipment and systems are the property of the school whether used on or off the premises. I understand that it is a disciplinary offence to use any school ICT system or equipment for any purpose not permitted by the school.

I will only use the approved, secure email system(s) for any school business.

I appreciate that ICT equipment includes personal ICT devices with the permission of the Principal / Headteacher if used for school business. I understand that school information systems and equipment may not be used for private purposes without permission from the Principal / Headteacher.

I understand that my use of school information systems, internet and email is monitored and recorded to ensure policy compliance. I will respect system security and I will not disclose or share any password or security information to anyone other than an authorised system manager.

I will not access, try to gain access, or distribute any information outside of any restrictions set for my role in the school.

I will not install any software or hardware without permission. I will ensure that personal data is stored securely and is used appropriately, whether in school, taken off the school premises or accessed remotely.

I will respect copyright and intellectual property rights.

I will report any incidents of concern regarding the inappropriate use of ICT systems or equipment to the Network Manager, Headteacher or the Designated Safeguarding Lead.

I will ensure that all electronic communications that I make are compatible with my professional role.

The school may exercise its right to monitor the use of the school's information systems and internet access, to intercept email and to delete inappropriate materials where it believes unauthorised use of the school's information system may be taking place, or the system may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery, or sound.

I have read, understood, and accept the Staff Code of Conduct for ICT.

Signed.....Date.....
.....

Print

Name.....
.....