The Friars Primary School

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Salford

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Dealing with Online Abuse Via Social Media For Staff Policy

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Policy Governance

Development, Monitoring and Review of this Policy

Contents

Introduction
Love it or loathe it, with over 28 million users in the UK alone, Facebook cannot be ignored. It is the social network of choice for many young people in our schools with many users on the site under 18 years of age.

While many schools have taken the decision to block the site, unfortunately that doesn't stop issues arising at home and then spilling into the classroom. With the rise in popularity and availability of mobile internet, many young people and parents access the site through their own internet connected devices. These problems can escalate rapidly and have a detrimental impact on the rest of the school as well as the individual pupils or members of staff concerned. Employers have a duty to support staff and no-one should feel victimised in the workplace.

This policy aims to recognise some of the common issues that schools are reporting, and gives guidance on how to deal with them effectively.

Overview
Salford City Council promotes the guidance from the Department for Education which advises headteachers and school staff on how to protect themselves from cyberbullying through the use of Social Media (See Appendices).

All forms of bullying (including cyberbullying) should be handled as a community issue for the whole school, in line with the advice in Salford's E Safety Policy and documented in Schools Acceptable Use Policies. Every school should already have clear and understood policies in place that include the acceptable use of technologies by pupils and staff that address cyberbullying. It is important that schools make it clear that bullying of staff, whether by pupils, colleagues and parents, is unacceptable, and your existing policies may be updated to include issues arising from the widespread use of Social Media. Evidence indicates that one in five (21%) teachers have reported having derogatory comments posted about them on social media sites from both parents and children, and this guidance hopes to reduce and prevent these incidents.

Creating a good school-parent relationship can help create an atmosphere of trust that encourages parents to raise concerns in an appropriate manner. Part of this is making sure that parents and carers are aware and understand how to communicate with the school. Schools should also make clear that it is not acceptable for pupils, parents or colleagues to denigrate and bully school staff via social media in the same way that it is unacceptable to do so face to face.

Schools should develop clear guidance to help protect every member of the school community and to ensure that sanctions are appropriate and consistent. This will need to be effectively communicated to and discussed with employees, pupils and parents. Salford City Council has developed some model policy for schools to consider which should encourage all members of the school community including parents to use social media responsibly. (See Appendices). A whole-school approach is recommended to develop new policy and practice effectively, ensuring that everyone is engaged in and aware of the schools approach to cyberbullying via Social Media. School governors with the head teacher and leadership team

should audit existing policies (especially conduct, behaviour and ICT policies) and procedures to decide which need to be changed or adapted in order to include cyberbullying prevention and how to respond to incidents. *It is recognised that schools may have their own defined systems with which to manage and govern school policies, and managing social media issues could be embedded into existing policies rather than create new ones e.g. cyberbullying as part of anti-bullying and E-Safety etc.*

Unpleasant and abusive comments about schools or school staff.
Some members of staff feel that comments posted about them are defamatory. The legal position is complex but does not offer a remedy in the majority of cases. In the case of Facebook, for example, the organisation is based in the USA where the courts generally do not enforce defamation judgements from the UK. In addition, local authorities (in whose name maintained schools would generally bring a claim) are classed as 'organs of government' and cannot bring a legal claim in defamation. Manchester Legal Services have produced guidance on Social Media, Schools and Parents (see Appendices).

Good Practice Guidelines and Incident Management

- You should never respond or retaliate to cyberbullying incidents. You should document incidents appropriately and seek support from your senior leadership team, E Safety Co-ordinator and/or Chair of Governors.
- Save evidence of the abuse; take screen prints of messages or web pages and record the time and date. Keeping good records of all cyberbullying incidents is essential to monitoring the effectiveness of your school's prevention activities, and to review and ensure the consistency of investigations, support and sanctions.
- Where the perpetrator is known to be a current pupil or colleague, the majority of cases can be dealt with most effectively through the school's own mediation and disciplinary procedures, in line with your E Safety Policy and AUP.
- Where the perpetrator is known to be an adult, i.e. parent or other family member, in nearly all cases, the first action should be for a senior staff member to invite the person to a meeting to address their concerns, and if they have a reasonable complaint, to make sure they know how to raise this appropriately.
- Request that the person removes the offending comments. If online content is offensive or inappropriate, you need to ensure they understand why the material is unacceptable or offensive and request they remove it.
- If they refuse, it should be an organisational decision what to do next – either the E Safety Co-ordinator, senior member of staff or you could report the matter to the social networking site if it breaches their terms.
- Most social networks have reporting mechanisms in place to report content which breaches their terms. If the person responsible has not been identified, or does not respond to requests to take down the material, the staff member should use the tools on the social networking site directly to make a report.
- If you are requesting they take down material that is not illegal, be clear to point out how it breaks the site's terms and conditions.
- You may wish to seek guidance or advice from the local authority regarding Facebook if your school firewall prevents access or whether the content is illegal.

- If the comments are illegal, i.e. threatening or abusive, of a sexual nature or constitute a hate crime, you or a representative from the school may consider contacting your local police officer or PCSO, or report via 101 directly.
- Repeated incidents of harassment or causing a person to fear that violence will be used against them could amount to a criminal offence. This should also be reported to police under the Protection from Harassment Act 1977.

Further information and support.

Salford City Council's advice about staying safe online.
https://www.salford.gov.uk/rucybersafe.htm

The Professional Online Safety Helpline is a free service for professionals and volunteers working with children and young people, delivered by the UK Safer Internet Centre. The helpline provides signposting, advice and mediation to resolve e-safety issues, such as protecting professional identity and online harassment.

The Safer Internet Centre has developed strategic partnerships with the key players in the internet industry. When appropriate, this enables the Professional helpline to seek resolution directly with the policy and safety teams at Facebook, Twitter, YouTube, Google, Tumblr, Ask.FM, Rate My Teacher and more.

School Employee Unions and Professional Associations
• Association of School and College Leaders (ASCL)
Phone: 0116 2991122
Web: www.ascl.org.uk

• Association of Teachers and Lecturers (ATL)
Phone: 020 7930 6441
Web: www.atl.org.uk

• National Association of Head Teachers (NAHT)
Phone: 01444 472472
Web: www.naht.org.uk

• Unison
Phone: 0845 355 0845
Web: www.unison.org.uk

• Voice: The Union for Educational Professionals
Phone: 01332 372 337
Web: www.voicetheunion.org.uk

Teacher Support Network
Phone: 08000 562 561
Web: www.teachersupport.info

Samaritans
Phone: 08457 90 90 90
Email: Jo@samaritans.org

Social networking sites (e.g. Instagram, FaceBook, Twitter, Snapchat, Tik Tok)

Contacts of some social network providers:

Twitter: **To report a Tweet:**

1. Navigate to the Tweet you'd like to report on twitter.com or from the Twitter for iOS or Android app.
2. Click or tap the icon.
3. Select **Report**.
4. Select **It's abusive or harmful**.
5. Next, we'll ask you to provide more information about the issue you're reporting. We may also ask you to select additional Tweets from the account you're reporting so we have better context to evaluate your report.
6. We will include the text of the Tweets you reported in our follow-up emails and notifications to you. To opt-out of receiving this information, please uncheck the box next to **Updates about this report can show these Tweets**.
7. Once you've submitted your report, we'll provide recommendations for additional actions you can take to improve your Twitter experience.

Facebook: Reports can be made by clicking on the 'Report' link located on pages throughout the site, or by email to abuse@facebook.com **www.facebook.com/safety**.

All other Social Media sites have a searchable Report Bullying Facility

Mobile phones
All UK mobile phone operators have nuisance call centres set up and/or procedures in place to deal with such instances. They may be able to change the number of the person being bullied. Mobile operators cannot bar a particular number from contacting a phone, but some phone handsets do have this capacity. Action can be taken against the bully's phone account (e.g. blocking their account) only with police involvement.

Contacts:
O2: 0344 809 0202
Vodafone: 0808 040 8408
Orange: 012-2320-2110

APPENDIX 1:
3 C's Policy - The use of social networking and on-line media policy

This school asks the whole community to promote the 3 commons approach to online behaviour:

- **Common courtesy**

- **Common decency**

- **Common sense**

How do we show common courtesy online?
We ask someone's permission before uploading photographs, videos or any other information about them online.

We do not write or upload 'off-hand', hurtful, rude or derogatory comments and materials. To do so is disrespectful and may upset, distress, bully or harass.

How do we show common decency online?
We do not post comments that can be considered as being **intimidating, racist, sexist, homophobic or defamatory. This is cyber-bullying** and may be harassment or libel.

When such comments exist online, we do not forward such emails, tweets, videos, etc. By creating or forwarding such materials we are all liable under the law.

How do we show common sense online?

- We think before we click.

- We think before we upload comments, photographs and videos.

- We think before we download or forward any materials.

- We think carefully about what information we share with others online, and we check where it is saved and check our privacy settings.

- We make sure we understand changes in use of any web sites we use.

- We block harassing communications and report any abuse.

Any actions online that impact on the school and can potentially lower the school's (or someone in the school) reputation in some way or are deemed as being inappropriate will be responded to.
In the event that any member of staff, student or parent/carer is found to be posting libellous or inflammatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

(All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.)
In serious cases we will also consider legal options to deal with any such misuse.

The Friars Primary School - Policy on dealing with online abuse via Social Media.

The whole school community is reminded of the CEOP report abuse process: https://www.thinkuknow.co.uk/parents/browser-safety/

APPENDIX 2:

Inappropriate use of Social Network Site
(Can be used as an amendment to a Code of Conduct for Parents Policy)

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases, other parents/pupils. The Governors of The Friars Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.   In the event that any pupil or parent/carer of a child/ren being educated at The Friars Primary School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

We would expect that parents would make all persons responsible for collecting children aware of this policy.
Please sign and return this slip to the school office to acknowledge that you have read and understand the above policy.

Signed ………………………………………………………………… Parent / Guardian

Signed ………………………………………………………………… Parent / Guardian

Parent / Guardian of …………………………………………………………………..

APPENDIX 3: DfE Cyberbullying: Advice for headteachers and school staff

Cyberbullying: Advice for headteachers and school staff

Who is this advice for?
This is non-statutory advice from the Department for Education for headteachers and all school staff on how to protect themselves from cyberbullying and how to tackle it if it happens.

Overview
All forms of bullying (including cyberbullying) should be handled as a community issue for the whole school. It is important that schools take measures to prevent and tackle bullying among pupils. But it is equally important that schools make it clear that bullying of staff, whether by pupils, parents or colleagues, is unacceptable. Evidence indicates that one in five (21%) teachers have reported having derogatory comments posted about them on social media sites from both parents and children.

School leaders, teachers, school staff, parents and pupils all have rights and responsibilities in relation to cyberbullying and should work together to create an environment in which pupils can learn and develop and staff can have fulfilling careers free from harassment and bullying.

Schools can offer support to parents on how to help their children engage safely and responsibly with social media, perhaps through a parents' evening, advice in a school newsletter or signposting to other sources of support and advice. Creating a good school- parent relationship can help create an atmosphere of trust that encourages parents to raise concerns in an appropriate manner. Part of this is making sure that parents and carers are aware and understand how to communicate with the school.

Schools should also make clear that it is not acceptable for pupils, parents or colleagues to denigrate and bully school staff via social media in the same way that it is unacceptable to do so face to face.

Schools should encourage all members of the school community including parents to use social media responsibly. Parents have a right to raise concerns about the education of their child, but they should do so in an appropriate manner.

School staff
All school staff are in a position of trust, and there are expectations that they will act in a professional manner at all times. Here is some key advice for staff which may help protect their online reputation:

- Ensure you understand your school's policies on the use of social media, Childnet's 'Using Technology' guide has more information on what to be aware of.
- Do not leave a computer or any other device logged in when you are away from your desk.
- Enabling a PIN or passcode is an important step to protect you from losing personal data and images (or having them copied and shared) from your mobile phone or device if it is lost, stolen, or accessed by pupils.

- Familiarise yourself with the privacy and security settings of the social media apps you use and ensure they are kept up to date. Advice can be found on the Safer internet advice and resources for parents and carers.
- It is a good idea to keep a check on your online presence – for example by typing your name into a search engine. If there is negative content online it is much easier to deal with this as soon as it appears. The UK Safer Internet Centres Reputation minisite has more information on this.
- Be aware that your reputation could be harmed by what others share about you online, such as friends tagging you in inappropriate posts, photographs, or videos.
- Consider your own conduct online; certain behaviour could breach your employment code of conduct.
- Discuss these same issues with close family, friends and colleagues, as you could become a target if they do not have security and privacy settings in place.
- Do not accept friend requests from pupils past or present. If you feel this is necessary, you should first seek guidance from a senior manager. Be aware that your social media friends may also be friends with pupils and their family members and therefore could read your post if you do not have appropriate privacy settings.
- Do not give out personal contact details – if pupils need to contact you with regard to homework or exams, always use your school's contact details. On school trips, staff should have a school mobile phone rather than having to rely on their own.
- Use your school email address for school business and personal email address for your private life; do not mix the two. This includes file sharing sites; for example Dropbox and YouTube.

If you are bullied online

- You should never respond or retaliate to cyberbullying incidents. You should report incidents appropriately and seek support from your line manager or a senior member of staff.

- Save evidence of the abuse; take screen prints of messages or web pages and record the time and date.

- Where the perpetrator is known to be a current pupil or colleague, the majority of cases can be dealt with most effectively through the school's own mediation and disciplinary procedures.

- Where the perpetrator is known to be an adult, in nearly all cases, the first action should be for a senior staff member to invite the person to a meeting to address their concerns, and if they have a reasonable complaint, to make sure they know how to raise this appropriately. They can request that the person removes the offending comments.

- If they refuse, it should be an organisational decision what to do next – either the school or you could report the matter to the social networking site if it breaches their terms, or seek guidance from the local authority, legal advisers or support from other agencies for example, The UK Safer Internet Centre.

- If the comments are threatening or abusive, sexist, of a sexual nature or constitute a hate crime, you or a representative from the school may consider contacting the local police. Online harassment is a crime.

Employers have a duty to support staff and no-one should feel victimised in the workplace. Staff should seek support from the senior management team, and their union representative if they are a member.

The Professional Online Safety Helpline is a free service for professionals and volunteers working with children and young people, delivered by the UK Safer Internet Centre. The helpline provides signposting, advice and mediation to resolve the e-safety issues which staff face, such as protecting professional identity, online harassment, or problems affecting young people; for example cyberbullying or sexting issues.

The Safer Internet Centre has developed strategic partnerships with the key players in the internet industry. When appropriate, this enables the Professional helpline to seek resolution directly with the policy and safety teams at Facebook, Twitter, YouTube, Google, Tumblr, Ask.FM, Rate My Teacher and more.

Schools
Whole-school policies and practices designed to combat bullying, including cyberbullying, should be developed by and for the whole school community. All employers, including employers of school staff in all settings, have statutory and common law duties to look after the physical and mental health of their employees. This includes seeking to protect staff from cyberbullying by pupils, parents and other members of staff and supporting them if it happens.

Schools should develop clear guidance to help protect every member of the school community and to ensure that sanctions are appropriate and consistent. This will need to be effectively communicated to and discussed with employees, pupils and parents. Kidscape has also produced best practice advice and guidelines for professionals. The Diana Award also runs a whole school Anti-Bullying Programme, information and good practice can be found at www.antibullyingpro.com.

Reporting
The whole school community should understand reporting routes and responsibilities. Many schools will appoint a designated person to deal with bullying while others will distribute responsibility among a number of staff.

Acceptable use policies
Every school should have clear and understood policies in place that include the acceptable use of technologies by pupils and staff that address cyberbullying. Agreements on the responsible use of technology should include:

▪ Rules on the use of school equipment, software and access routes when used on or off the school premises within school hours: for example, internet access, tablets, lap tops and mobile phones.

▪ Acceptable behaviour for pupils and employees, including behaviour outside school: for example teachers' and pupils' use of social networking services and other sites, so as not to harm others or bring the school into disrepute.

▪ School staff should expect the school to react quickly to reported incidents or support the member of staff concerned to do so. It is also important that staff who are harassed

in this way receive support and information enabling them to access appropriate personal support. The school should endeavour to approach internet 4 providers or other agencies on their behalf in order to request that the inappropriate material is removed. The internet provider may only accept a request from the victim. However, the school may want to take action if it is on a school website or email address.

- If it is necessary for the person being bullied to contact the service providers directly,

the school may provide support. This might apply, for example, in cases of identity theft, impersonation or abuse via a mobile phone service.

Useful resources
The Parent Zone has established a training programme designed to enable schools and professionals working with parents to deliver their own sessions on internet safety. They also provide innovative resources for schools to help and support parents, particularly around e-safety.
Facebook has produced Empowering Educators support sheet specifically for teachers and launched the Bullying Prevention Hub with Yale's Centre for Emotional Intelligence.

Getting offensive content taken down
If online content is offensive or inappropriate, and the person or people responsible are known, you need to ensure they understand why the material is unacceptable or offensive and request they remove it.

Most social networks have reporting mechanisms in place to report content which breaches their terms. If the person responsible has not been identified, or does not respond to requests to take down the material, the staff member should use the tools on the social networking site directly to make a report.

Some service providers will not accept complaints lodged by a third party. In cases of mobile phone abuse, where the person being bullied is receiving malicious calls and messages, the account holder will need to contact the provider directly.

Before you contact a service provider, it is important to be clear about where the content is; for example by taking a screen shot of the material that includes the web address. If you are requesting they take down material that is not illegal, be clear to point out how it breaks the site's terms and conditions. Where the material is suspected of being illegal you should contact the police directly.

Contact details for social networking sites

The UK Safer Internet Centre works with the social networking sites to disseminate their safety and reporting tools.

Social networking site	Useful links
Ask.fm	Read Ask.fm's 'terms of service' Read Ask.fm's safety tips **Reporting on Ask.fm:** You do not need to be logged into the site (i.e. a user) to report. When you move your mouse over any post on someone else's profile, you will see an option to like the post and also a drop down arrow which allows you to report the post.
BBM	Read BBM rules and safety
Facebook	Read Facebook's rules Report to Facebook Facebook Safety Centre
Instagram	Read Instagram's rules Report to Instagram Instagram Safety Centre
Kik Messenger	Read Kik's rules Report to Kik Kik Help Centre
Snapchat	Read Snapchat rules Report to Snapchat Read Snapchat's safety tips for parents
Tumblr	Read Tumblr's rules Report to Tumblr by email If you email Tumblr take a screen shot as evidence and attach it to your email
Twitter	Read Twitter's rules Report to Twitter
Vine	Read Vine's rules Contacting Vine and reporting
YouTube	Read YouTube's rules Report to YouTube YouTube Safety Centre

APPENDIX 4: Manchester Legal Services – Social Media, Schools and Parents.

Manchester Legal Services has been receiving several requests from Schools for advice about comments made by parents on Facebook or other social networking sites.

These comments maybe upsetting for school staff and the purpose of this guidance is to suggest some approaches for dealing with them.

What can a School do in response to an offensive posting?

If a negative or offensive comment is made about the school or staff, the school's response will depend upon varying factors e.g. the nature of the posted comment and the type of site etc.

In most cases, the school can ask the parent to remove an offending item from a social networking site.

It should also be explained to the parent that social networking sites are not the appropriate forum to air any grievance and or complaints.

The school can also approach the website operator and ask them to remove it. Unfortunately, most social media operators e.g. Facebook are based in the US thus the UK has no legal jurisdiction.

Occasionally, the person posting the item is simply seeking attention and ignoring the posting may in fact be the best course of action. Pursuing the issue could actually worsen the situation because the material may then be circulated to a much wider audience. Another reasoning which the school may take is to ignore these postings or take steps to 'block' the sender if it is the sender's intent to deliberately target a member of staff or to try and involve the school in something that has nothing at all to do with them.

Threats of Violence or Racial Abuse

If the postings have threats of violence and/or racial abuse, this should be reported to the police. The Protection from Harassment Act 1977 provides that repeated incidents of harassment or causing a person to fear that violence will be used against them could amount to a criminal offence.

Is the content defamatory (libellous) enabling a legal course of action?

A school as a whole cannot be defamed; thus the comment, 'X school and its entire staff are useless at teaching' does not create a cause of action. The law in respect of defamation applies to an individual, a spoken comment is classed as slander and a written comment classed as libel.

The current law on libel which is already complex in itself when applied to traditional hardcopy publication becomes even more complex when applied to electronic and webs based postings (such as Facebook) which often involve not just the author and the website organiser but other contributors.

Even in a case of traditional libel, to pursue an action would involve an extremely lengthy and expensive process with no certainty of success or even if damages were awarded, there would be no certainty that the offender would have the means to pay.

Dealing with current problems and avoiding future ones

As technology continues to grow, practical approaches in dealing with these issues at school could include:

A 'whole school' approach

The school's anti-bullying policy is a good place for educating parents as well as pupils and staff about what constitutes acceptable use of internet or social networking sites etc. Similarly, the school's behaviour policy with a message of acceptable standards is a good starting point.

Parents could also be reminded that School is trying to educate children about 'cyber bullying' and to protect pupils from becoming victims of such behaviour therefore posting negative or offensive comments on social networking sites sets a poor example and could lead children to believe that 'cyber bullying' is in some way acceptable. Further, if children have access to negative comments about their school, it could reduce their confidence in the school and this could damage their education.

The School's complaint policy

This should make clear that if parents have any issues or grievances, they should turn to the school in the first instance.

Salford City Council

Common Facebook issues for schools

and how to resolve them

Introduction

Love it or loathe it, with over 28 million users in the UK alone, Facebook cannot be ignored. It is the social network of choice for many young people in our schools and it is difficult to accurately predict how many users on the site are under 18 years of age. If you do a quick straw poll of your class you will probably find the vast majority of them have at least one account perhaps several. The terms and conditions of the site state that users must be 13 and over, however, as there is no verification, many users simply lie about their age. While many schools have taken the decision to block the site, unfortunately that doesn't stop issues arising at home and then spilling into the classroom. With the rise in popularity and availability of mobile internet many young people access the site through their own internet connected devices. If unchecked, these problems can escalate rapidly and have a detrimental impact on the rest of the class as well as the individual pupils concerned.

This guide will look at some of the common issues that schools are reporting and how to deal with them. The advice is split into two sections: 'Immediate Action' and 'Prevention Strategies.'

It is important to note that in order to address most common Facebook issues you will need to have an account. If you are going to create an account, make sure you keep professional and personal use completely separate.

We know that many staff enjoy using Facebook but may find it difficult to know what settings they should choose to help keep themselves safe. This guide takes you through some of the risks and shows you the settings you can change to help protect yourself.

Issues and Problems

- Upsetting or offensive comments
- Harassment through Inbox messages

- Pages that are upsetting or offensive

- Student users under 13

- Upsetting or offensive comments through Facebook Chat

- Upsetting or offensive comments through Facebook Groups Chat

- Issues with photographs

- False profiles of staff or students

- Students are repeatedly sending 'Friends' requests to staff.

- Students have been posting nasty comments about a teacher or another student.

- Useful Links

Unwanted Wall Posts

Typical Scenarios
A student or member of staff complains that people are posting nasty or upsetting comments on their Facebook wall.
A parent has complained that her child is being bullied on Facebook and that people are writing offensive things on her child's page.

Information
There are two ways that people can post on a Facebook wall. Due to the way that Facebook is set up, only people that your pupils have as 'Friends' can post comments on their wall.
This means that your students can control who can post on their wall very easily through controlling their 'Friends' list.

Immediate action: Removing the unwanted post
To remove any posts from your profile, simply hover over the offending post and on the right hand side you will see a cross and the word 'Remove' will appear. If you click this button you will be asked if you are sure and then the post will be deleted.
Finally it is important to block the person who is posting the unwanted comments. To do this, click on their profile and scroll down. On the left hand side you will see a list which includes the option to 'Report/Block This Person'. You will then be able to report or block. If you report you will be asked your reasons for reporting the user. It is possible to block a user without reporting them.
If your students are particularly concerned that posts are of a sexual or extreme nature, they may also need to report the post to the Child Exploitation and Online Protection Centre (CEOP) or the police.
They can do this in a number of ways such as visiting the CEOP website or, via the Facebook app, click CEOP. They could also call their local police station directly.
It is important that all of your pupils are aware of the role that CEOP have in protecting them online. You may wish to use the CEOP ThinkUknow presentation with your pupils which illustrates the 'Report abuse' button and the role of CEOP.

http://www.thinkuknow.co.uk/
http://www.ceop.police.uk/

Preventative strategies

Some students may have a number of Facebook 'Friends' who they don't know in real life and this can lead to problems with unwanted posts. Discuss with your students how adding friends you don't know can be dangerous. What are the risks? Explore the reasons around being someone's 'Friend' on Facebook. What does this mean? Look at how they may be sharing more information with a Facebook 'Friend' than they do with some of their real life friends.

There are a number of excellent films that highlight the danger or adding 'Friends' that you don't know in real life to social network sites. CEOP have produced two films:-

Key Stage 2
Jigsaw
http://www.thinkuknow.co.uk/teachers/resources/
http://www.youtube.com/ceop#p/a/u/0/_o8auwnJtqE

Key Stage 3 / 4
Consequences
http://www.thinkuknow.co.uk/teachers/resources/
http://www.youtube.com/ceop#p/a/u/1/hK5OeGeudBM

You may also like to show the film Ellie's Story.
http://www.swgfl.org.uk/Staying-Safe/e-Safety-Movies

This film shows the dangers of adding people that you don't know in real life to your friend list. It may also be a good idea to raise the issue of adding friends of friends - a popular activity amongst young people who will add a friend of a friend even if they don't know them. Discuss why this may be an issue particularly if their Facebook 'Friends' are not as selective when accepting 'Friend' requests.

The second way of posting on someone's wall is through commenting on an existing wall post.

As with all privacy settings in Facebook this can be set to 'Everyone', 'Friends of Friends', 'Friends Only' or 'Customise'. By default this is set to 'Friends Only', however, as with wall posts, this means that your students can control who can post on their wall very easily through controlling their 'Friends' list.

In instances where the post is part of a wider form of bullying, it is important that the pupil doesn't delete the evidence; however they don't want to leave it on their wall. It is a good idea to teach your pupils how to take a screenshot and save the image and/or print a copy.

Once they have taken a copy they should then delete the post. To take a screenshot you should look for the button on your keyboard that says **Prnt Scrn,** you may need to press the **Fn** key at the same time. You will then need to paste this image into a graphics package or word document.

You should also consider if you need to deal with the issue as part of your schools bullying policy which should have a section that relates specifically to cyberbullying.

There are a number of sites that can support students with bullying and cyberbullying and you may wish to explore using some of the teaching materials with your students.
http://www.cybermentors.org.uk/
http://www.anti-bullyingalliance.org.uk/
http://www.stopcyberbullying.org/
http://www.digizen.org/resources/cyberbullying/overview/

Harassment through inbox messages

Typical scenario
A student comes to you and complains that people are sending nasty/upsetting comments to them through the inbox facility on Facebook.
A member of staff is constantly receiving messages from pupils asking about school, homework or for work related advice.

Information
Facebook has a built in private message facility which enables users to send messages to other people registered on the site. The messages appear in the inbox much like email.
Depending on your privacy settings it may be that anyone who is registered on the site can send you a message. These messages, while not anonymous, could potentially come from people that the student does not know. It also means that a member of staff could be sent messages from pupils who have found them on Facebook.

Immediate action: Dealing with the message
To report a message you need to select the message in your inbox and click 'Report'. Once you click on the 'Report' button you will be directed to a form. The form also offers the opportunity to block this person to prevent any further inbox messages.
For a member of staff who receives unwanted messages, the easiest solution is to block the student by checking the box. For added security they can change their privacy settings to prevent everyone sending them messages. It is important to note that this will prevent anyone with whom you do not have an existing Facebook connection from sending you messages.
For added security, staff might change their profile picture to one that does not easily identify them which may prevent pupils from finding them on Facebook.

Preventative strategies
If a student receives unwanted messages from someone, they can report the message to Facebook. It is important to remember Facebook will only act if the message is a violation of their Statement of Rights and Responsibilities. In the instance of a teacher receiving unwanted messages from a pupil this does not breach the sites terms and conditions therefore reporting them is not an option.
In instances where the message is part of a wider form of bullying, it is important that the pupil doesn't delete the evidence; however they don't want to leave it in their inbox. It is a good idea to teach your pupils how to take a screenshot and save the image and/or print a copy. Once they have taken a copy, they should, if applicable, report the message and then delete it.

To take a screenshot you should look for the button on your keyboard that says **Prnt Scrn,** you may need to press the **Fn** key at the same time. You will then need to paste this image into a graphics package or Word document.
You should also consider if you need to deal with the issue as part of your schools bullying policy which should have a section that relates specifically to cyberbullying.
There are a number of sites that can support students with bullying and cyberbullying and you may wish to explore using some of the teaching materials with your students.
You may also like to run some awareness raising sessions with your pupils on cyberbullying.
There are a number of short films that can be used to illustrate the impact of cyberbullying and include lesson plans and resources for follow-up work.
www.cybermentors.org
http://www.digizen.org/
www.yhgfl.net/anti-bullying

http://www.media-awareness.ca/english/resources/educational/lessons/cyberbullying.cfm
http://www.beatbullying.org/dox/resources/resources.html

If your students are particularly concerned that posts are of a sexual or extreme nature, they may also need to report the post to CEOP or the police. This may be particularly relevant if the post is from someone that they do not know in real life. They can do this in a number of ways such as visiting the CEOP website or, via the Facebook app, clicking CEOP. They could also call their local police station directly.
http://www.facebook.com/?ref=logo#!/clickceop
http://www.ceop.police.uk/report-abuse/

It is important that all of your pupils are aware of the role that CEOP have in protecting them online. You may wish to use the CEOP ThinkUknow presentation with your pupils which illustrates the 'Report Abuse' button and the role of CEOP.
http://www.thinkuknow.co.uk/teachers/resources/

If a member of staff is receiving unwanted messages from pupils that are generally polite there are a number of actions that can be taken.
Firstly it is important that the member of staff explains to the pupil that Facebook is not an appropriate method of communication. You may like to discuss the staff Acceptable Use Policy (AUP) and highlight the section that relates to pupil/staff communication.
If you have a VLE or school email system you should direct your pupils to use that. However, do ensure that you set clear boundaries in relation to when email will be read and responded to.

Pages that are upsetting or offensive

Typical scenario
You have been made aware of a Facebook Page about your school that contains offensive comments about the school and teachers.
A Page has been set up called like this if you hate…… (Pupil/staff name)

Information
It is relatively easy for anyone to set up a page on Facebook. A page is public and can be seen by anyone, including general internet users who are not registered on Facebook through a unique url. For example…… http://www.facebook.com/LiverpoolFC
To like (join) the page you will need to be a registered user of Facebook, however this is not necessary to view the contents of the page such as photos, wall posts, discussion etc.
Facebook pages take a variety of forms from commercial to community and charity pages. A number of colleges and secondary schools have created their own Facebook pages which they manage themselves.
http://news.bbc.co.uk/1/hi/8299050.stm

Immediate action: Removing the Page
Firstly you will need to navigate to the page that has been created; you may need to search for it using the search bar.
Once you have found the page scroll down and on the left you will see the option to Report Page. It is important to note that you need to be logged in to report any page. Once you click on the 'Report Page' option you will be directed to another box. You will have to choose from a number of options from a list as to what grounds you are reporting the page on.

It is important to note that Facebook will only remove content that violates its Statement of Rights and Responsibilities. The page will not be deleted immediately and you will not receive any confirmation so you will need to keep checking back. For example, they will not

remove a page if it doesn't contain any offensive material. If someone has created a school page and is only discussing nice things it will not be removed. In this instance it is probably a good idea to keep an eye on the page.

Prevention strategies
The incident should be treated as cyberbullying and, as such, it is important that you refer to your school's bullying policy. If the page is aimed at an individual then you should also consider how they will be supported to deal with what may be a very upsetting issue.
In relation to staff suffering cyberbullying, you may like to issue all staff with the following DFE guidance
http://publications.education.gov.uk/default.aspx?PageFunction=productdetails&PageMode= publications&ProductId=DCSF-00242-2009

As part of a wider approach to tackling cyberbullying, it is important that you ensure that sessions are built in to the curriculum.
There are a number of resources, lesson plans, assemblies and websites that can support you with developing and embedding cyberbullying lessons in the curriculum.
It is also a good opportunity to tackle the idea of the bystander, for example many pupils may read and share the comments or just add affirmations. In 2009 Anti-Bullying week focused on the role of the bystander and produced some useful resources for schools.
http://www.anti-bullyingalliance.org.uk

Cybersmart an American organisation have also produced some lesson resources on the role of the bystander including worksheets and other resources.
http://cybersmartcurriculum.org/cyberbullying/lessons/

It is a good opportunity to raise the issue of online content having offline consequences. Share with your student's information on the following news story of a young woman who was jailed for bullying another person online.
http://news.bbc.co.uk/1/hi/england/hereford/worcs/8215174.stm

Finally it is also important that pupils understand that online behaviour can be traced. There have been a number of news stories recently about people receiving letters for illegally downloading music, games etc. Pupils need to understand that their online behaviour can be traced and that there are legal powers to enable this.

Students under 13 are using Facebook

Typical Scenarios
Your pupils are falling out over Facebook posts; they are all Primary aged pupils.
A parent has asked for advice about their 10 year old child using Facebook because she has heard that it is for people over 13.

Information
The terms and conditions of Facebook require individuals to be at least 13 years old before they can create an account. The reasons for this relate to laws regarding the collection of personal data of young people. Providing false information to create an account is a violation of Facebook's Statement of Rights and Responsibilities. This includes accounts registered on the behalf of under 13 year old children by older parties. However, in reality, many users under 13 years of age are using Facebook and it's incredibly difficult to help them understand why this is a problem.

Immediate action: Deleting an account

You will need to show your pupils how to delete a Facebook account and ensure they realise the difference between deleted and deactivated.

· Log in to Facebook and select 'Account/Help Centre'

· On the right hand side you should see 'delete account'

· You will then be shown a FAQ page and you will need to click on the link that says 'permanently delete my account'.

· Click 'Submit' and you will then be asked to confirm that you want to delete your account before it will be deleted.

· Alternatively follow this link which will take you directly to the account deletion page

· https://ssl.facebook.com/help/contact.php?show_form=delete_account

NOTE: Facebook will try to discourage you from deleting an account. Deactivating and deleting is not the same thing. If an account is deactivated it still exists and can be activated again at any time by logging in.
It may be that your pupils choose not to delete their accounts. In which case it is also possible to contact Facebook and ask them to delete the account.
If you would like to report an account registered for an underage child, click on the following link:
http://www.facebook.com/help/contact.php?show_form=underage

Facebook state that they will promptly delete the account of any child under the age of 13 that is reported to them through this form.

Prevention strategies

It is important to talk to the pupils about why Facebook has a lower age limit. You might also want to discuss with them the issues around giving false information and lying about age in general. What are the risks? Does it matter if someone thinks you are older than you are?
In an ideal world your students would then delete their account. However in reality this may not happen. Involving parents as part of a wider eSafety approach and sharing the issues with them is useful as they may not fully understand what the problems are and, in some cases, may even have set up the child's account. In this instance it is a good idea to run a session on some of the common Facebook issues such as commercial, privacy and offensive content.
Furthermore it would also be a good idea to show parents that, just because they have added their child as a friend, doesn't mean they can see everything their child is doing.
Complex privacy settings mean it is easy to hide some posts, images etc. from parents by using the customise settings. The following resources may help you with running a parents session:
http://www.thinkuknow.co.uk
http://www.childnet.com/safety/parents.aspx

You may wish to consider showing the parents how to set their privacy settings to ensure that they are using Facebook safely or directing them to guidance that shows them how to do this.
The video listed below shows how to set privacy settings to friends only on Facebook.
http://www.safeshare.tv/v/MTpa3AS39uA

Problems in Facebook Chat

Typical Scenarios
One of your students is complaining that they are being harassed through the chat facility on Facebook. Whenever they log on a chat box pops up with unpleasant comments.
A pupil has disclosed a secret via Facebook chat and now the whole school knows.

Information
Facebook has a built in 'Chat' facility that allows users to chat in real time with each other. When a user logs in to Facebook it automatically shows which of their friends are also online in a panel on the left-hand side of the screen.

Immediate action: Stopping the chat
The best way to stop any form of harassment through chat is by blocking the person from their 'Friends' list. Blocking will remove them from your 'Friends' list and also ensure that the person will not be able to find you and contact you again via Facebook.

Blocking a 'Friend'

· To block a 'Friend' click on their profile and scroll down to the bottom.

· Underneath their details on the left you will see a number of options. Select
'Report/Block' this person and then check the box that says 'Block this person'.

· You may also report them if you feel that they fit into one of the categories.

· Once you have submitted you will receive a message confirming the block and giving you a link to your privacy settings. It is possible to unblock someone you have previously blocked.

Prevention Strategies
There are two types of chat available within Facebook. 'Chat with Friends' and 'Group Chat', for problems with Group Chat please see the following section.
In individual chat, pupils can choose to chat with a Facebook Friend on a one-to-one basis.
This chat appears in a small pop-up box at the bottom of the screen.
It is possible to take screen shots of the chat and using some software you could record the entire conversation as a video file.
It is vital to ensure that your pupils understand that only people they add as friends can contact them through Facebook Chat. You may want to discuss with your pupils the importance of only adding friends that they know in real life. There are a number of dangers related to adding Friends who they do not know. As discussed in the section on unwanted wall posts, CEOP and ThinkUknow have produced a number of short films that can be used to illustrate these dangers.

Key Stage 2
Jigsaw
http://www.thinkuknow.co.uk/teachers/resources/
http://www.youtube.com/ceop#p/a/u/0/_o8auwnJtqE

Key Stage 3 / 4
Consequences
http://www.thinkuknow.co.uk/teachers/resources/
http://www.youtube.com/ceop#p/a/u/1/hK5OeGeudBM

If the person is someone they know in the real world and a pupil at your school then it may be something that you address within the wider bullying context. There are a number of useful cyberbullying resources that are linked at the end of this document. You may also

wish to run some awareness raising sessions with your pupils in relation to cyberbullying and the laws around it.

In instances where the chat comments are part of a wider form of bullying, it is important that the pupil doesn't delete the evidence. It is a good idea to teach your pupils how to take a screenshot and save the image and/or print a copy.

To take a screenshot you should look for the button on your keyboard that says **Prnt Scrn,** you may need to press the **Fn** key at the same time. You will then need to paste this image into a graphics package or word document.

Once you have shown pupils how to do this you may also want to address the issues around privacy. Things that pupils post, write and share online are never truly private and it is important that they understand that they should only share things online or via chat that they would be happy for their teacher, parents or others who are not immediate best friends to see. Many students see online chat as an extension of face-to-face conversation and may not even be aware that chats can be copied or even recorded to be played back later.

Problems with Facebook Group chat

Typical scenarios
A student has told you that they are receiving upsetting/offensive comments in a group of which they are a member.

Information
Facebook Groups are a shared space where members can participate in communal activities like 'Group Chat', email lists, document sharing and group photo-tagging. Groups are closed by default (but can be secret or open) and are designed to be spaces where small groups of friends share information, with each group controlled by the entirety of its members. Once in a group you may receive emails from your group and join a Group Chat session. The chat is in real time and can involve up to 250 members of a group.

Immediate action: Dealing with the chat
The simplest solution would be for the student to leave the group, however they may be reluctant to do this if the issue is only with one person.

To leave a group, firstly navigate to the group via your profile page. Then select 'Leave Group' from the menu on the right of the screen.

If the student wishes to remain in the group they can block the individual involved and report them. Once blocked, the offender will not appear in Facebook Group Chat and the student will not see any messages or posts from them. This doesn't prevent them saying things to the rest of the group so it is not always the best option.

To block a member of a group, navigate to the group and click on the member to see their profile. Once there choose 'Report/Block' from the menu at the bottom of the screen on the left hand side.

Prevention strategies
In this instance it may be that the student is chatting to people through Group Chat that they don't have as a Facebook 'Friend' and the only connection is through a shared interest. It is important that you remind pupils of the dangers of giving out to much personal information online. Some people take great delight in offending others online and it is vital that students realise that, just as in real life, the internet contains a huge number of unpleasant people.

In instances where the chat comments are part of a wider form of bullying, it is important that the pupil doesn't delete the evidence. It is a good idea to teach your pupils how to take a screenshot and save the image and/or print a copy.

To take a screenshot you should look for the button on your keyboard that says **Prnt Scrn,** you may need to press the **Fn** key at the same time. You will then need to paste this image into a graphics package or word document.

Someone has posted a photo of you without your permission.

Typical scenarios
Someone has posted a picture of a member of staff from University days looking worse for wear.
A student has taken a photo of a member of staff without permission and uploaded it to Facebook.
A student has complained that someone has posted manipulated image of them on Facebook.
Students are sharing an image of a girl in your class that they have taken from her profile page.

Information
Facebook is one of the biggest photo-sharing websites, with 60 million photos added weekly to the site. Once a user has uploaded a photo they can then tag friends and share the image with others.

Immediate action: Dealing with the image
If someone you are 'Friends' with has posted a photo of you without your permission, firstly remove yourself from the photo by clicking remove tag. This can be found next to your name at the bottom of the image.
By removing the tag it will stop the picture appearing on your wall and therefore it will not appear to any of your 'Friends' The image will still be on Facebook on the wall of whoever uploaded it.
Next you can ask them to remove the image. This is the simplest way of dealing with the issue. If they won't then you can either delete the person as a friend or customise your privacy settings so that Photos and videos I'm tagged in are set to only me. It is important to note that, unless they remove it, the image will still be available for their 'Friends' to see.

Whilst this doesn't prevent people tagging you in an image it will ensure that your 'Friends' don't see the images. Unfortunately you cannot stop people sharing images with you in unless they violate the terms of Facebook.
If a photo or video of you violates the terms and conditions of the site you can report it and ask for it to be removed. To do this you will find the option to Report photo at the bottom right of the image.

As with anything Facebook will only remove images that violate their Terms and Conditions. It is not a violation of their Statement of Rights and Responsibilities to post a photo that is unflattering, so Facebook will not delete a photo just because you may not like the way you look in it.
It is worth noting that Facebook will remove images of people who are under 13 if requested to do so. However, as they may share your contact details with the user, in most cases it is easier and quicker to speak to the user directly. To request removal of a photograph of a minor follow the link below.
http://www.facebook.com/help/contact.php?show_form=unauthorized_photo_underage

Prevention strategies

It is important that you teach your students that once an image is uploaded to a website they lose control of it. It can be copied, altered reposted and shared with others within minutes. Furthermore, the terms and conditions of Facebook state 'you grant us a non-exclusive, transferable, sub-licensable, royalty-free, worldwide license to use any IP content that you post on or in connection with Facebook'.

This means that it is incredibly important that students think carefully about any images they post to the internet. Once the image is out there, it is impossible to retrieve it.

The issue of photographs on Facebook is an excellent way to introduce pupils to the idea that many people judge others based on first impressions. You may wish to explore a range of images and discuss what they may suggest about the subject.

There are some fantastic examples of manipulated images on the internet and it is certainly worth showing your students just how realistic manipulated images can look.

http://www.anvari.org/cols/Photoshopped_Animals.html
http://www.1stwebdesigner.com/inspiration/65-very-creative-and-funny-photoshoppedimages/

Discuss with your pupils the moral issues around taking photographs, altering them, and uploading them without the permission of the subject. A photograph that may seem harmless and funny to one person may cause great offence and stress to another. You may also need to remind pupils that such actions could potentially fall in to the category of cyberbullying.

You may also wish to show your students this short film which illustrates the idea that a photo can be copied and shared many times. Choose film 9: Bulletin Board
http://wn.com/OhioCommissionDRCM

False profiles of a member of staff or student

Typical Scenarios
A student or member of staff has complained that someone has set up a fake profile and is making malicious comments.

Information
As part of the Statement of Rights and Responsibilities that Facebook has it clearly states:
4.1 You will not provide any false personal information on Facebook, or create an account for anyone other than yourself without permission.

This means that anyone who creates a fake profile is in breach of the sites terms and conditions. In this instance it may not be possible to find out who created the fake profile. However, it is a useful way to teach pupils that, just like in real life, the internet has rules and regulations that users are expected to follow. Many people sign up to sites without considering the terms and conditions they are agreeing to.

Immediate action: Removing the profile

· Go to the impostor profile and click 'Report/block this person' at the bottom of the left column.

· Check the 'Report this Person' box, and choose 'Fake Profile' as the reason, and add 'Impersonating me or someone else' as the report type.

The student or member of staff may also need some immediate support depending on the nature of the comments and actions taken through the fake profile. This may include addressing the issue with the whole school to ensure that everyone is aware that the profile is a fake account.

Prevention Strategies

Give your pupils a copy of the Facebook privacy policy and highlight some of the key points that they may not be aware of. What could the issues be?
For example
Section 2: Access Device and Browser Information. 'We may collect information from that device about your browser type, location, and IP address, as well as the pages you visit.'
Section 8: 'We cannot ensure that information you share on Facebook will not become publicly available.'
Remind your pupils of the school anti-bullying policy and how it relates to this specific incident. What are the issues around creating fake profiles? Share the following story with your pupils in which a man was awarded £22,000 in damages from a former friend who set up a fake Facebook account about him.
http://technology.timesonline.co.uk/tol/news/tech_and_web/article4389538.ece

Students are repeatedly requesting that you become friends with them.

Scenario
A member of staff has registered on Facebook and is receiving 'Friends' requests from students.
Facebook is suggesting that a member of staff adds students as 'Friends'.

Information
When you first register with Facebook it will ask you if you would like to use its 'Friend Finder' facility. This will look through your email address book and then find people who you have emailed in the past or who have emailed you. Using this information and information from your existing 'Friends List' it then gives you a range of suggestions.
This may mean that you receive 'Friends Suggestions' from people who you have had email contact with. Furthermore Facebook also uses information about your existing 'Friends' to suggest people you may know. Facebook also has the facility to search for people by name or email address and then send them a 'Friend Request'.

Immediate action: Dealing with and preventing requests
When registering for Facebook ensure that you use an email address that is not school related, this will ensure that it doesn't keep suggesting you add pupils or that pupils add you. Ensure that your privacy settings are set to 'Friends Only' as this will prevent any pupils from seeing the content of your account. It is also a good idea to hide your 'Friends' list so that pupils will not be able to read any content you have posted on friends' walls who may not have set their privacy settings appropriately.
Think carefully about your profile picture. You may want to choose an image that is not easily identifiable as you. This will help to prevent students looking to add you.
There will always be a small number of students who will look to add you. Current best practice recommends that you do not 'Friend' current students on Facebook. Think carefully about why you would want to share family photos and other personal information with your pupils. If you do choose to use social networking with your pupils, then first consider if your VLE has any facilities that you can utilise and consider setting up a separate work Facebook account. Using online technologies can be exciting and motivating; however it is vital that you have clear boundaries and rules for all users.
When you receive requests from students you should ignore the request rather than sending a detailed explanation. If an individual pupil is repeatedly 'Friending' you, then you may find it useful to politely explain to them in a face-to-face situation that you are unable to accept their request and, for added peace of mind, you may wish to inform a member of your Senior Leadership Team of the problem. It may also be worthwhile considering if any of your school policies cover this issue.

Prevention strategies

It is vital that all staff are aware of any policies in relation to contact with students via online communication. Many schools have a policy that states that staff must not be 'Friends' with students on social networking sites. Current guidance and best practice supports this. Discuss with students why it is not appropriate to communicate via Facebook and if possible give them an alternative form of communication such as a school email address or through a VLE.

Students have been posting nasty comments about a member of staff or another student.

Typical scenarios

A parent has informed you that she has seen some unpleasant comments about a member of staff on the wall of a student who is friends with their child.
A student has informed you that some girls in your class have been posting rude comments about you and saying upsetting things in Facebook chat.

Information

Many young people see Facebook as an essential part of their daily lives and use it to communicate with friends in the same way that people use telephone calls or face-to-face chat. This can lead to students treating Facebook communications in the same way they would a private conversation where they might share worries, complaints and comments without realising that they are broadcasting this to a much wider audience.

Immediate action: Dealing with the comments

Speak to the students involved and explain that behaviour online is not the same as a private conversation. Explain to the students that any disparaging statement made by one person about another, which is communicated or 'published', may well be a defamatory statement, and can give rise to an action for either libel or slander in English law. You may also need to refer to your schools discipline policy for any further action.

Prevention strategies

Explore with your students the idea that nothing said online is ever truly private as it can be easily copied and shared and this includes conversations through chat.
This film from the Adcouncil in America highlights the idea that if you wouldn't say it in person you shouldn't say it online.
http://www.safeshare.tv/v/bdQBurXQOeQ

Depending on the age of the students, you may wish to explore the legal aspects of defamation of character and slander or libel.
As part of your general ICT/eSafety training it is useful to teach students how to take screenshots. This will then help when they see something upsetting online. For example a group of girls were being rude about another student on their Facebook pages.

Useful links
eSafety films

· A range of films from America covering different aspects of eSafety

http://wn.com/OhioCommissionDRCM

· CEOP have a channel on YouTube aimed at sharing some of their films with a wider audience including Jigsaw and Consequences.
http://www.youtube.com/ceop

· A series of films created by the South West Grid for Learning (SWGfL) to highlight some common eSafety issues
http://www.swgfl.org.uk/Staying-Safe/e-Safety-Movies

Teaching resources

· A range of resources from CEOP including lesson plans, assembly scripts and presentations for parents.
http://www.thinkuknow.co.uk/

· A template for creating Facebook profile pages in PowerPoint

http://techtoolsforschools.blogspot.com/2010/01/facebook-project-template.html

Websites for students/parents

· Childnet Skills School with tutorials on Facebook privacy settings, searching and photo settings
http://www.kidsmart.org.uk/skills-school/

· A guide from Connect aimed at Parents. It's designed to help them understand what Facebook is and how to use it safely.
http://www.connectsafely.org/Safety-Advice-Articles/facebook-for-parents.html

· Social Times Inc Advice on 10 Facebook Privacy settings. Latest version here

http://www.wracassociation.co.uk/Files/facebook-privacy.pdf