



FIRST STOP CENTRE

ONLINE SAFETY POLICY

Purpose

1. First Stop Centre (the Centre) works with and on behalf of disadvantaged people of Braintree District. Some of the clients are vulnerable. Hence, this policy statement has been produced to help protect them in particular.
2. The purpose of this policy statement is to
 - Contribute to the safety and well-being of vulnerable adults when using the Centre's internet, social media or mobile devices
 - Provide staff and volunteers with the principles guiding our approach to online safety
 - Ensure that the Centre operates in line with its values and within the law in respect of its use of online devices.
3. This policy statement applies to all staff, volunteers, clients of the Centre and anyone involved in the Centre's activities.

Keeping Safe

4. The Centre recognises that nobody, least of all vulnerable people, should experience abuse of any kind and that everyone should be able to use the internet for education, training and personal development. Nevertheless, safeguards need to be in place to ensure they are kept safe at all times.
5. The Centre recognises also that it has a duty to ensure that vulnerable people amongst its client group are protected from potential harm when online at the Centre.
6. The Centre will aim to keep vulnerable people safe when using online facilities at the Centre by the following actions:



- Providing clear directions to staff and volunteers on their behaviour online at the Centre
 - Encouraging clients using the service to use it in a way that keeps them safe and shows respect for others
 - Supporting the carers of vulnerable people to do what they can to keep their charges safe
 - Reviewing and updating the security of the Centre's information systems regularly
 - Ensuring that user names, log-ins, email accounts and passwords are used effectively and safely and kept secure
 - Ensuring personal information about clients is held securely and shared only as appropriate
 - Examining and risk assessing any social media platforms and new technologies before they are used in the Centre.
7. If online abuse occurs, the Centre will respond to it by making sure the response takes into account the needs of the client experiencing abuse as well as the impact on the Centre.
8. The Centre will provide support and training as necessary for staff and volunteers on dealing with all forms of online abuse. It will review its policies and procedures at regular intervals to ensure that they are robust for the long term.
9. This policy should read in conjunction with the Centre's Health and Safety Policy and Safeguarding Vulnerable Adults and Children Policy, together with all other policies dealing with the well-being of its clients.