

All8 Sensory Support Online Safely Policy



The purpose of this policy statement

All8 Sensory Support provides services and activities for children, young people and families, including learners with sensory support needs. We are committed to promoting safe, responsible and inclusive use of the internet, digital technology, social media and mobile devices.

The purpose of this policy is to set out how All8 Sensory Support will help keep children and young people safe online and ensure that staff, volunteers, parents, carers and learners understand their responsibilities.

This policy aims to: ensure the safety, welfare and wellbeing of children and young people is paramount whenever digital technology is used; provide staff, volunteers and facilitators with clear principles for safe online practice; support children, young people, parents and carers to understand online risks and protective behaviours; ensure personal data, images and communications are managed lawfully and securely; and ensure All8 Sensory Support acts in line with its safeguarding responsibilities, values and relevant legislation and guidance.

This policy applies to all staff, volunteers, facilitators, contractors, children, young people, parents, carers and any other person involved in All8 Sensory Support activities, whether these take place face to face, online, by telephone, by email, through messaging platforms or through social media.

Legal framework and guidance

This policy has been developed with reference to current legislation, statutory guidance and good practice that seeks to safeguard children in England, including Working Together to Safeguard Children, Keeping Children Safe in Education, data protection legislation, equality legislation and guidance on online safety, filtering, monitoring, information sharing and the safe use of digital technology.

We believe that

All children and young people have the right to be protected from abuse, neglect, exploitation and harm, including harm that may occur online. Children and young people should be able to benefit from the internet and digital technology for education, communication, access, independence and personal development, while appropriate safeguards are in place to reduce risk and respond promptly to concerns.

We recognise that

The online environment offers significant opportunities for learning, communication, independence and inclusion, but it can also expose children and young people to risks such as bullying, grooming, exploitation, harmful content, misinformation, inappropriate contact, privacy breaches, image misuse, scams, coercion and unsafe use of emerging technologies including artificial intelligence. All8 Sensory Support has a responsibility to help protect children and young people from online harm, whether they are using our equipment, their own devices or platforms used as part of our services. We recognise that children and young people with additional communication, sensory or access needs may require tailored support to understand, report and recover from online safety concerns. We will work in partnership with children, young people, parents, carers, schools, local safeguarding partners and other agencies to promote welfare and share concerns appropriately. All children and young people, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from harm and abuse.

How we will keep children and young people safe online

All8 Sensory Support will keep children and young people safe by using secure systems, strong passwords and appropriate access controls; reviewing digital security, filtering and monitoring arrangements where relevant; obtaining and recording written consent before taking or using images, recordings or personal information; using images only for the agreed purpose and storing or deleting them securely; risk assessing online platforms, apps and new technologies before use; supporting learners to use digital technology respectfully, safely and accessibly; providing parents and carers with practical online safety information; recording and responding promptly to online

incidents; and ensuring concerns are referred to the appropriate safeguarding lead or external agency where required.

Online learning and remote sessions

Should the need for an online session arise, such as a medical pandemic, both the facilitator and learner will work from a suitable space, working from a bedroom is not considered appropriate.

Facilitators and learners should consider what is visible or audible in the background and should use appropriate settings, backgrounds or positioning to protect privacy and maintain professional boundaries.

Personal screens, private messages, photographs, personal contact details and confidential information must not be shared during an online session unless this is necessary for the agreed learning activity and has been authorised in advance.

Where appropriate, parents, carers or another responsible adult should be nearby or available during online sessions, particularly for younger learners or learners who require additional support. Any session recording must only take place with prior written consent and a clear safeguarding, learning or quality-assurance purpose.

Mobile phones on site

Learners must not use mobile phones while on site. Phones must remain switched off and kept in bags throughout their time on site, unless otherwise agreed due to medical requirements.

Medical exceptions may be agreed on a child-by-child basis, following an assessment of the learner's individual needs in consultation with parents or carers and relevant professionals where appropriate. Any agreed use, including keeping a phone switched on for essential medical monitoring or alerts, will be recorded in the learner's healthcare or support plan. The phone may be used only for the agreed purpose, and arrangements will be reviewed if the learner's needs change.

Responding to online abuse or online safety concerns

If online abuse, harmful contact, harmful content, cyberbullying, exploitation, image misuse, peer-on-peer abuse, inappropriate communication, data breaches or other online safety concerns are identified, All8 Sensory Support will respond in line with its safeguarding and child protection procedures. Staff and volunteers must record concerns promptly, share them with the designated safeguarding lead or online safety lead, preserve relevant evidence where safe and appropriate, and avoid investigating matters themselves where this may compromise the child's safety or any statutory process. The response will consider the needs of the child or young person affected, any other children involved, parents and carers, staff and the wider organisation. Concerns will be referred to external agencies, including local safeguarding partners, children's social care, the police or platform providers, where required. Actions and safety plans will be reviewed to ensure that risks have been addressed and support remains in place.

Related policies and procedures

This policy should be read alongside All8 Sensory Support's related policies and procedures, including safeguarding and child protection; staff of conduct; acceptable use and online communication expectations; anti-bullying and cyberbullying procedures; photography, video and image-sharing guidance; data protection and confidentiality; complaints; and health and safety.

Date adopted: 01.09.2026

Review date: 01.09.2027

Policy owner: All8 Sensory Support

This policy should also be reviewed earlier if there is a significant safeguarding incident, change in legislation or guidance, change in service delivery, or introduction of a new digital platform or technology.