Managing risk for staff and volunteers working with children and young people..

Facebook is a global social networking site used by 10% of the population on the planet. Its phenomenal popularity has been defined by the opportunities it gives its users to communicate, collaborate and share in a way that has never been possible before.

Today's young Facebook users have grown up immersed in this technology and inhabit it in the same way as any other space in their lives. Professionals too have embraced this same technology with the result that they find themselves in the same online space as the children or young people with whom they work. There may be advantages for this in providing an additional educational environment, but there are also many pitfalls especially where online social lives collide.

need advice?

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The following advice consists of links to a series of documents from Facebook, its users, professional organisations and commentators that provide guidance on safer practices when using Facebook and preferred routes for reporting.

Using Facebook within your organisation

Facebook is a space that young people inhabit and yet many professionals overlook the potential it has, if well managed, to bring together young people and professionals, particularly young people that are hard to reach by traditional means.

Organisations are therefore beginning to develop official Facebook groups for their organisation where young people and professionals can participate using online technologies with which they are familiar. This brings not only positives but also areas of concern that can leave an organisation or individual vulnerable. The following links point to advice that assists with managing the risks associated with these activities.

- Safer Social networks for Professionals working with Young People (Practical Participation) including a very useful risk matrix
  http://blog.practicalparticipation.co.uk/wp-content/uploads/2009/08/V1-Safe-and-effective-social-network-site-applications-for-young-people.pdf
- Devon Youth Team Guidance on SNS
  http://geturvoiceheard.co.uk/docs_sn.php

Professionals

The following advice consists of links to a series of documents from Facebook, its users, professional organisations and commentators that provide guidance on safer practices when using Facebook and preferred routes for reporting.

- Advice
- Facebook's own advice for Educators
  http://www.facebook.com/help/?safety=educator
- Rights and Responsibilities; this section reviews key documents that define government expectations around professional standards
- GTC Code of Practice http://www.gtce.org.uk/teachers/thecode/
- Safer Working Practices for Adults working with young people
  http://www.dcsf.gov.uk/everychildmatters/_download/?id=5824
- Reporting and Incident management
- Cyberbullying; supporting school staff (DCSF and Childnet)
  http://www.digizen.org/downloads/cyberbullying_teachers.pdf

Responding and Reporting issues

General Advice on Blocking and Reporting Abuse

Certain circumstances will require the blocking or reporting of content posted onto social networking sites. This advice provides simple information for any staff or volunteers working with children or young people to report such incidents to Facebook specifically.
Organisations should already have provision for managing these situations within their e-safety policies.

Reporting abuse as a Facebook user (i.e. you have a Facebook profile)

- General information on Reporting Abuse
  www.facebook.com/help/?page=798
- Deleting Your Account
  www.facebook.com/help/contact.php?show_form=delete_account
- Advice on permanently deleting your account
  www.wikihow.com/Permanently-Delete-a-Facebook-Account
- How to deal with abuse on FB site abuse@facebook.com
- To request an account or content be deleted privacy@facebook.com

Reporting abuse as a non Facebook user (i.e. you do not have a Facebook profile)

Reporting a fake profile or to report abuse generally www.facebook.com/help/contact.php?show_form=impostor_profile or www.gotoourplace.com/reportfakeprofile

Whilst some comments posted online, perhaps by children or their parents, about a professional or organisation may be negative, it may not be an infringement of the law or the website's terms and conditions of use; for clarity relevant elements of Facebook Terms and Conditions include:

3.6 *You will not bully, intimidate, or harass any user.*

4.1 *You will not provide any false personal information on Facebook, or create an account for anyone other than yourself without permission.*

5.1 *You will not post content or take any action on Facebook that infringes or violates someone else's rights or otherwise violates the law.*

If no infringement has taken place, there may be little that can be done to forcibly remove the offending content. In this case you may need to persuade or negotiate with the person posting the offending content to voluntarily remove it from the site. Remember that these are personal views and if not illegal offline, then they are not illegal online. There may be recourse through civil action, although contact with and support from any professional association or union may be the best course of action.

Safer Personal use of Facebook

The following advice is for any Facebook user around general management and maintenance of profiles to better protect the user.

Managing friends
- Facebook has some general advice on creating and managing friends lists and limiting profile access at
  http://www.facebook.com/help/?page=768

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

- Social Times Inc Advice on 10 Facebook Privacy settings. Latest version here
  http://www.wracassociation.co.uk/Files/facebook-privacy.pdf
- PC World Advice on Facebook Privacy
  http://www.pcworld.com/article/195884-2/how_to_keep_your_privacy_safer_on_facebook.html
  Techlicious Advice on Facebook Privacy
  http://www.techlicious.com/how-to/the-best-guide-to-facebook-privacy-settings/Behaviour
- BBC Webwise outlines 'netiquette' and describes appropriate online conduct
  http://www.bbc.co.uk/webwise/guides/about-netiquette
- If behaviour results in cyberbullying, Cybermentors can be a great place for advice and support
  http://www.cybermentors.org.uk/ as well as Childline http://www.childline.org.uk/ or phone 0800 11 11

Other actions that might be considered

- If illegal activity or content is suspected contact the Police for advice
- Report to Internet Watch Foundation http://www.iwf.org.uk/
- Report to CEOP http://www.ceop.police.uk/report-abuse/
- If allegations of a child protection nature are made you should contact your Local Authority Designated Officer (LADO)
  http://www.nspcc.org.uk/Inform/cpsu/helpandadvice/organisations/lscbs/lado_wda68916.html
- Seek advice from, or contact, your Professional Association or Union (or other service provider)
  http://www.teachtoday.eu/en/Useful-resources/Other-resources/Useful-contacts.aspx
- Incidents involving young people, staff members, should be covered by the school's own behaviour and staff discipline routines and can be dealt with internally.

Wider Advice on Cyberbullying

- Deleting Your Facebook Account from CNet
  http://news.cnet.com/8301-27080_3-20005556-245.html
- ATL Staff Cyberbullying Fact Sheet
  http://www.atl.org.uk/Images/ADV%2013%20Cyberbullying%20factsheet.pdf
- NASUWT Fact Sheet on Staff Cyberbullying
  http://www.nasuwt.org.uk/InformationandAdvice/Professionalissues/StopCyberbullying/index.htm
- TeachToday Useful Contacts List
  http://www.teachtoday.eu/en/Useful-resources/Other-resources/Useful-contacts.aspx
- Teach Today Cyberbullying Scenarios
  http://www.teachtoday.eu/en/Case-studies.aspx
- Teach Today Professional Conduct Case Study
  http://www.teachtoday.eu/en/Case-studies/Professional-conduct.aspx
- Bullying UK Advice on Cyberbullying on SNS
  http://www.bullying.co.uk/index.php/young-people/cyberbullying/

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360° degree safe

the online e-safety tool

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