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| Caldecott Fostering Online Safety Policy: Incident Reporting | Document OLS-029th February 2025 |
| Authorised by: |  |

**Policy Statements**

1. All staff, carers and volunteers MUST report issues using the Caldecott Incident Management Process
2. Reportable events MUST be reported to the Registered Manager who SHALL record the event in writing either physical or electronic in accordance with the current integrated Incident Management Process
3. The Registered Manager SHALL be responsible for tracking events to conclusion
4. The reporting process MUST be available to onsite staff and offsite carers
5. All staff, carers and volunteers MUST be trained in the reporting process and their responsibilities thereto
6. Reports MUST be made with confidence and trust maintaining strict confidentiality on a need-to-know basis

**Process/Control Description**

An Online Safety Incident Register will be maintained by Caldecott to record reportable events. This register will be aligned to the general Safeguarding Incident Reporting process.

Events are incidents or issues, where a cared for child or young person has been exposed to age inappropriate information via electronic media or where an inappropriate relationship is reported to have occurred via electronic means. In addition, where the child has intentionally used online services or electronic equipment whilst subverting controls or acting outside agreed acceptable use policy including but not limited to the distribution of Self-Generated Sexual Images and the perpetration of cyber bullying.

The Registered Manager will assess the event and take the required remediation activity, which may include onward reporting to the relevant law enforcement agency, a review of training and education or for example, a review of technical controls.

Where age inappropriate or unlawful material has been accessed by a young person via a legitimate service access protocol, a complaint will be raised with OFCOM, the regulator for the Online Safety Act 2023.

The Incident Register will be reviewed on a regular basis to ensure event tracking is maintained.

Staff, carers and volunteers will be trained in the reporting process upon commencement of their relationship with Caldecott and refreshed in line with the annual training schedule set in place by Caldecott. Training attendance will be logged on the Training Register as detailed in policy OLS-01.

**Monitoring**

The Incident Register will be reviewed at least weekly and signed or electronically attested.

**Remediation**

Where Online Safety records are identified as ‘open’, an update will be entered upon weekly review. Where an update is not available, the record will be marked ‘No Update’ signed (if a physical record) and dated.