



George Stephenson
High School

Online Safety Policy

Governance	Curriculum Committee Governing Body
Policy Officer	Designated Safeguarding Lead
Review Date	19 th September 2019
Committee Adoption Date	16 th October 2019
Revision Date	April 2020 May 2020
Next Review Date	October 2022

Policy Aims

- The purpose of George Stephenson High School's online safety is to:
 - Safeguard and protect all members of George Stephenson High School community online;
 - Identify approaches to educate and raise awareness of online safety throughout the community;
 - Enable all staff to work safely and responsibly, to model positive behaviour online and to manage professional standards and practice when using technology;
 - Enable learners to be empowered to build resilience and to develop strategies to manage and respond to risk online;
 - Identify clear procedures to use when responding to online safety concerns.
- This policy applies to all staff including the governing body, leadership team, teachers, support staff, volunteers and other individuals who work directly with students in school (collectively referred to as "staff" in this policy) as well as learners, parents and carers; (*Amend staff roles as appropriate to the setting*)
- Any temporary day to day visitors wanting to access the internet/school WiFi onsite will need to sign the **Directions for visitors using the school WiFi and internet** found at the end of this policy. A copy of this will be retained by the school for 1 year.
- George Stephenson High School identifies that the issues classified within online safety are considerable, but can be broadly categorised into three areas of risk:
 - Content: being exposed to illegal, inappropriate or harmful material
 - Contact: being subjected to harmful online interaction with other users
 - Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

Links with other policies and practices

This policy links with several other policies, practices and action plans including:

- Anti-bullying policy
- Staff IT Acceptable use policy (AUP)
- Staff code of conduct
- Behaviour and discipline policy
- Child protection policy
- Confidentiality policy
- Curriculum policies, such as: Computing, Personal Social and Health Education (PSHE), Citizenship and Relationships and Sex Education (RSE)
- Social media policy
- Searching, screening and confiscation policy
- GDPR / Information Governance procedures policies

Roles and Responsibilities

The Designated Safeguarding Lead and the IT Manager are the schools online safety Coordinators.

Our online safety coordinator's responsibilities are to ensure:

- they keep up to date with online safety issues and guidance through liaison with the Local Authority, and through organisations including The Child Exploitation and Online Protection command(CEOP);
- the senior leadership and Governors are updated as necessary;
- that the policy is implemented and that compliance with the policy is actively monitored;
- all staff are aware of reporting procedures and requirements should an online safety incident occur;

- online safety Incident Logs are appropriately maintained and regularly reviewed;
- providing or arranging online safety advice/training for staff, parents/carers and governors;
- close liaison with the school's Designated Safeguarding Lead to ensure a coordinated approach across relevant safeguarding areas.

Governors need to have an overview understanding of online safety issues and strategies at George Stephenson High School. Governors are aware of local and national guidance regarding online safety and are updated at least annually on policy developments.

All teachers are responsible for promoting and supporting safe behaviours, in their classrooms and when using technology, and following school online safety procedures. Central to this is fostering a culture where pupils feel able to report any bullying, abuse or inappropriate materials.

All staff should be familiar with the school's policies relating to IT Acceptable Use and Online Safety.

All visitors requiring access to the school's Internet provision should sign the Acceptable Use Policy available from the IT Manager and found at the end of this Policy entitled **Directions for visitors using the school WiFi and internet**.

Staff are updated about online safety matters at least annually.

Teaching and learning

Why the Internet and digital communications are important

The Internet is an essential element in 21st century life for education, business and social interaction. The school has a duty to provide pupils with quality Internet access as part of their learning experience. Internet use is a part of the statutory curriculum and a necessary tool for staff and pupils.

The Technologies

New technologies are enhancing communication and the sharing of information and are constantly evolving. Current and emerging technologies used in school include:

- e-mail;
- Voice over IP (VOIP)
- Instant messaging, often using simple web cams;
- Blogs (an on-line interactive diary);
- Podcasting (radio / audio broadcasts downloaded to computer or MP3/4 player);
- Video broadcasting sites;
- Music download sites;
- Devices with camera and video functionality;
- eReaders;
- this list is not exhaustive.

Benefits of using the Internet in education include:

- access to world-wide educational resources including museums and art galleries;
- educational exchanges between pupils world-wide;
- access to experts in many fields for pupils and staff;
- communication and collaboration with support services, professional associations and colleagues;
- improved access to technical support including remote management of networks and automatic system updates;
- exchange of curriculum and administration data with the LA and DFE;
- access to learning wherever and whenever convenient.

Internet use will enhance learning:

- The school Internet access will be designed expressly for pupil use and will include filtering appropriate to the age of pupils;

- Pupils will be taught what Internet use is acceptable and what is not and given clear objectives for Internet use;
- Pupils will be educated in the effective use of the Internet in research, including the skills of knowledge location, retrieval and evaluation;
- Pupils will be shown how to publish responsibly and present information to a wider audience.

Pupils will be taught how to evaluate Internet content

- The school will ensure that the use of Internet derived materials by staff and pupils complies with copyright law.
- Pupils will be taught the importance of cross-checking information before accepting its accuracy.
- Pupils will be taught how to report unpleasant Internet content to staff or online e.g. using the CEOP Report Abuse icon.
- Reference should be made to the DFE guidelines in the document **Teaching Online Safety in Schools**.

Pupil Internet Access

- Pupils are informed of available, appropriate materials to use and are supervised by a member of staff when accessing school equipment and online materials, at all times.
- Pupils understand that their Internet use is monitored and can be traced to individual users.
- George Stephenson High School has its own in house monitoring and alerting systems that logs all IT and internet use on all school owned devices for staff and students, however, this is not foolproof and staff are still required to report misuse of IT by students for safeguarding purposes as safeguarding is a shared responsibility between all staff.

Web filtering

The senior leadership team should note that technologies such as mobile phones with wireless Internet access can bypass school filtering systems and present a new route to undesirable material and communications.

- If staff or students discover unsuitable websites, the URL (address) and content must be reported to the IT Manager. Any further evidence such as a screen shot would be useful.
- Internet filtering is controlled by an onsite Firewall managed by the IT Manager which scans and blocks **all** users accessing and attempting to access inappropriate content. The firewall also logs sends reports of attempts to access websites and applications that are deemed inappropriate.

Filtered inappropriate content is classified by some of the following example website categories:

- abuse
- adult content
- bullying
- criminal activity
- radicalisation
- substance abuse
- suicide

Use of Technology

Whilst we recognise that some parents may wish students to carry mobile telephones for safety reasons, it is important to stress that their use should be strictly limited and it is not advisable to bring expensive mobile telephones into school. Students must ensure that they understands the need to have it switched off during all lessons, between lessons and during tutorial times and to avoid using it inappropriately. Inappropriate use of a mobile telephone (including social networking) may result in parents being contacted and asked to come in to school.

Social Networks for school communications

This section is only relevant if you use a site such as Facebook, Twitter or similar as part of your home-school communications. Guidance on the personal use of Social Media by staff members is outlined in the schools Social Media Policy and IT Acceptable Use Policy.

School communication

- The school will control access to social networking sites for school communication;
- Newsgroups will be blocked unless a specific use is approved;
- Students and parents will be advised that the use of social network spaces outside school brings a range of dangers for primary aged students;
- Permissions will be sought before any content relating to a child is posted on a social media site - also refer to the use of digital media and the website section of this document;

Inline with this policy:

- Staff are also expected to manage their own personal digital identity and portray themselves in a positive, professional and appropriate manner when posting or sharing content online;
- Staff should have privacy settings in place and should check and review these on a regular basis;
- Staff should not give personal contact details to pupils or parents/carers including mobile telephone numbers, details of any personal blogs or websites;
- Staff should not add pupils (past or present) as "Friends" on any Social Network site;
- Staff should never post on behalf of, or refer to the school, pupils or parents on any social networking site, unless it is from the school's official accounts and with the permission of the head teacher;
- Users of social media should consider copyright of the content they are sharing and, where necessary, should seek permission from the copyright holder before sharing;
- Users must ensure that their use of social media does not infringe upon relevant data protection laws, or breach confidentiality.

Video conferencing

Any use of video conferencing/video chats must only take place with the permission of a member of the senior leadership team (SLT). As of May 2020, these permissions have been granted to the Guidance Team and LT only.

Staff should always use school devices and contact pupils only via the pupil school email address / log in. This ensures that the GSHS filtering and monitoring software is enabled. In deciding whether to provide virtual or online learning for pupils, senior leaders will take into account issues such as accessibility within the family home, the mental health and wellbeing of children, including screen time, the potential for inappropriate behaviour by staff or pupils, staff access to the technology required, etc.

"Guidance for safer working practice for those working with children and young people in education settings Addendum April 2020" suggests that staff should:

- adhere to their establishment's policy
- be fully dressed
- ensure that a senior member of staff is aware that the online meeting is taking place and for what purpose
- avoid one to one situations – request that a parent is present in the room for the duration, or ask a colleague or member of SLT to join the session
- do not record a lesson or online meeting with a pupil
- think about the background; photos, artwork, identifying features, mirrors – ideally the backing should be blurred
- staff and pupils should be in living / communal areas – no bedrooms

- If a staff member believes that a child or parent is recording the interaction, the lesson should be brought to an end or that child should be logged out immediately.
- Staff, parent and pupil consent forms clearly state the standards of conduct required and must be signed and returned before video calls can go ahead.
- If staff need to contact a pupil or parent by phone and do not have access to a work phone, they should discuss this with a senior member of staff and, if there is no alternative, always use 'caller withheld' to ensure the pupil / parent is not able to identify the staff member's personal contact details.

Within our parental consent forms, we ask parents to ensure that:

- When making calls from home, all student should be aware of material that may be visible in the background and use the "blur background" tool to cover everything behind them.
- All participants should avoid revealing sensitive data to one another.
- Students should be aware that if they raise a safeguarding issue, Guidance Team staff have a duty of care and must follow the normal school safeguarding procedures and policy and cannot promise confidentiality.
- All pupils and teachers that can be seen during a the virtual appointment should also be properly dressed and in a suitable, public location (such as a kitchen or living room) and not in a bedroom.
- Video calls to pupil should only be made with parent/guardian consent and the parent is present or is aware of the call.
- Photographs of individuals (staff or other pupils) are personal data, therefore screenshots of other members of the online learning environment cannot be taken.
- Calls should not be recorded.
- All Guidance Team staff delivering virtual appointments should log out at the end of the session
- Pupils can choose not to open their camera and should not be made to use video.

Please note that due to COVID-19, we have introduced an amendment to the use of Video Conferencing. This can be found in our **COVID-19 School Closure Addendum to The Online Safety Policy April 2020**.

This is can be found at: <https://www.gshs.org.uk/information/policies>

April 2020

Use of digital media

In our school we are aware of the issues surrounding the use of digital media online. All members of our school are required to follow the school's guidance below.

- All staff and pupils instructed that full names and personal details should not be used on any digital media, particularly in association with photographs;
- Photographs that include pupils will be selected carefully so that individual pupils cannot be identified or their image misused. Group photographs rather than full-face photos of individual children are preferable;
- We ask all Parents/carers to provide written permission stating whether or not they can have their photograph taken and used within school or on the school website;
- Pupil image file names will not refer to the pupil by name;
- All staff are instructed of the risks associated with publishing images, particularly in relation to use of personal Social Network sites;
- Our school ensures that photographs/videos are only taken using school equipment and only for school purposes;
- We do not allow staff to store digital content on personal equipment;
- When taking photographs/video, staff ensure that subjects are appropriately dressed and not participating in activities that could be misinterpreted;
- Staff, parents/carers and pupils are made aware of the dangers of publishing images and videos of pupils or adults on Social Network sites or websites without consent of the persons involved. They are made aware of these dangers through online safety lessons and training from outside agencies;
- Parents are clearly informed of the school policy on image taking and publishing, both on school and independent electronic repositories;
- Staff sign an AUP informing them of the guidelines for safe practice relating to the use of digital media, as outlined in the schools' policy. These are monitored by SLT.

Protecting personal data

Personal data will be recorded, processed, transferred and made available inline with GDPR.

Published content and the school website

- The contact details on the website should be the school address, school e-mail and telephone number. Staff and student home information will not be published.
- The Headteacher or nominee will take overall editorial responsibility and ensure that content is accurate and appropriate.

Policy Decisions

Authorising Internet access

- All staff and visiting adults who use the school Internet or technology must read and sign the **Acceptable Use Policy** and/or **Directions for visitors using the school WiFi and internet** before using any school ICT resource;
- All pupils must read and sign the Acceptable Use Policy before using any school ICT resource;
- The school will maintain a current record of all staff and pupils who are granted access to school ICT systems.
- Extended school provision accessing the internet are directly supervised by ASC staff on directed sites.
- Parents will be given details of the acceptable use agreement that pupils have signed;
- This online safety policy will be published on the school website and advice on safe use of the internet will be provided.

Handling online safety incidents

Our online safety coordinator acts as first point of contact for any complaint. The Local Authority supplies a document to suggest appropriate action when dealing with online safety, and in particular social networking related, incidents.

This document can be found towards the end of this Policy entitled **How to deal with an online safety incident involving staff.**

Assessing risks

The school will take all reasonable precautions to ensure online safety and prevent access to inappropriate material. However, owing to the international scale and linked nature of Internet content, the availability of mobile technologies and speed of change, it is not possible to guarantee that unsuitable material will never appear on a school site.

- The school will audit ICT use to establish if the online safety policy is adequate and that the implementation of the policy is appropriate and effective;
- Methods to identify, assess and minimise risks will be reviewed regularly;
- The SLT will ensure that the online safety policy is implemented and compliance with the policy monitored.

The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.

Incidents involving pupils

- Incidents of cyberbullying are dealt with in accordance with our bullying and behaviour policy;
- Incidents related to child protection are dealt with in accordance with the school's child protection policy and reported to the Headteacher immediately (The Policy has a flow chart of responses to an incident of concern);
- If an incident occurs involving a pupil misusing the Internet / equipment, the member of staff in charge should seek the nearest member of staff to witness the misuse, protecting them against any incident/allegation towards themselves.
- The device where the incident took place (if in school) must be taken out of use until appropriate evidence can be captured to log the incident;
- All staff are made aware of different types of online safety incidents and know that they must report them immediately.
- Once incidents have been reported, a record must be made by the member of staff involved, which will then be filed.
- If necessary the Local Authority will be informed of any misuse and parents will be informed.
- Pupils and parents will be informed of consequences for pupils misusing the Internet.
- Parents and pupils will need to work in partnership with staff to resolve issues.

As with other safeguarding issues, there may be occasions when other outside agencies must be contacted. Incidents of a criminal nature; i.e. threatening, intimidation or harassment then may then involve contact with the police for further advice (at the discretion of the headteacher).

Parents and pupils are given information about infringements and possible sanctions. Sanctions for pupils include:

- informing parents or carers;
- removal of Internet or computer access for a period of time.
- referral to LA / Police.

Incidents involving staff

- Any incident involving staff misuse must be referred immediately to the Headteacher.

It is fully recognised that an authorised staff user may accidentally breach this policy whilst acting in good faith and in the course of their duties. If a member of staff suspects this may be the case they must notify the Headteacher or nominated online safety coordinator IMMEDIATELY so that action can be taken to prevent or minimise damage.

Any authorised user who commits a breach of any school policy as a result of unauthorised use of electronic media may face disciplinary procedures. If the school discovers that a member of staff has committed a criminal offence or has been party to the commission of one as a result of unauthorised use of electronic media the police will be contacted immediately. The school will in no way indemnify a member of staff who has incurred any liability as a result of unauthorised use of electronic media. The school will seek financial redress from an authorised user whose misuse of electronic media causes the school to suffer a loss.

Incidents involving other adults (e.g. parents)

- Any incident affecting the school but involving other adults out of school must be referred immediately to the Headteacher;
- Where possible, evidence should be collected immediately and individuals concerned may be contacted by the Headteacher to discuss the incident;
- If necessary the Local Authority will be informed of any misuse;
- Incidents of a criminal nature; i.e. threatening, intimidation or harassment then may involve the police for further advice (at the discretion of the Headteacher).

Introducing the online safety policy to pupils

- Online safety rules will be posted in all rooms where computers are used and discussed with pupils regularly;
- Pupils will be informed that network and Internet use will be monitored and appropriately followed up;
- A programme of training in online safety will be used with staff and students.

Online safety training will be embedded within the ICT scheme of work and the Personal Social and Health Education (PSHE) curriculum. [South West Grid for Learning's Digital Literacy curriculum](#) resources support this.

Staff and the online safety policy

- All staff will be given the online safety policy and its importance explained;
- Staff must be informed that network and Internet traffic can be monitored and traced to the individual user;
- Staff that manage filtering systems or monitor ICT use will be supervised by senior management and follow clear procedures for reporting issues;
- Staff will always use a safe search engine when accessing the web with pupils;
- The school will liaise with the LA as part of the ICT SLA to provide effective support to staff.

Enlisting parents' and carers' support

- Parents and carers will be reminded of the acceptable use policy for children at the start of each academic year;
- Throughout the year parents and carers will be reminded about the online safety policy in newsletters, the school brochure and the school web site;
- George Stephenson High School will maintain a list of online safety resources for parents/carers;

- The school will liaise with the LA as part of the ICT SLA to provide effective support to parents and carers.

Standards and inspection

- Staff will regularly remind children of online safety rules and any incidents that occur will be reported to the online safety coordinator;
- Each incident that takes place will be reviewed by the online safety coordinator and action will be taken immediately;
- Incidents will be analysed to see if there is a recurring pattern e.g. specific days, times, classes, individual children etc.;
- If a pattern emerges they will be addressed through targeted interventions with the appropriate groups;
- All stakeholders are informed of changes to policy and practice via newsletters, meetings and training sessions;
- AUPs are reviewed annually and updated to include new technologies, when necessary.

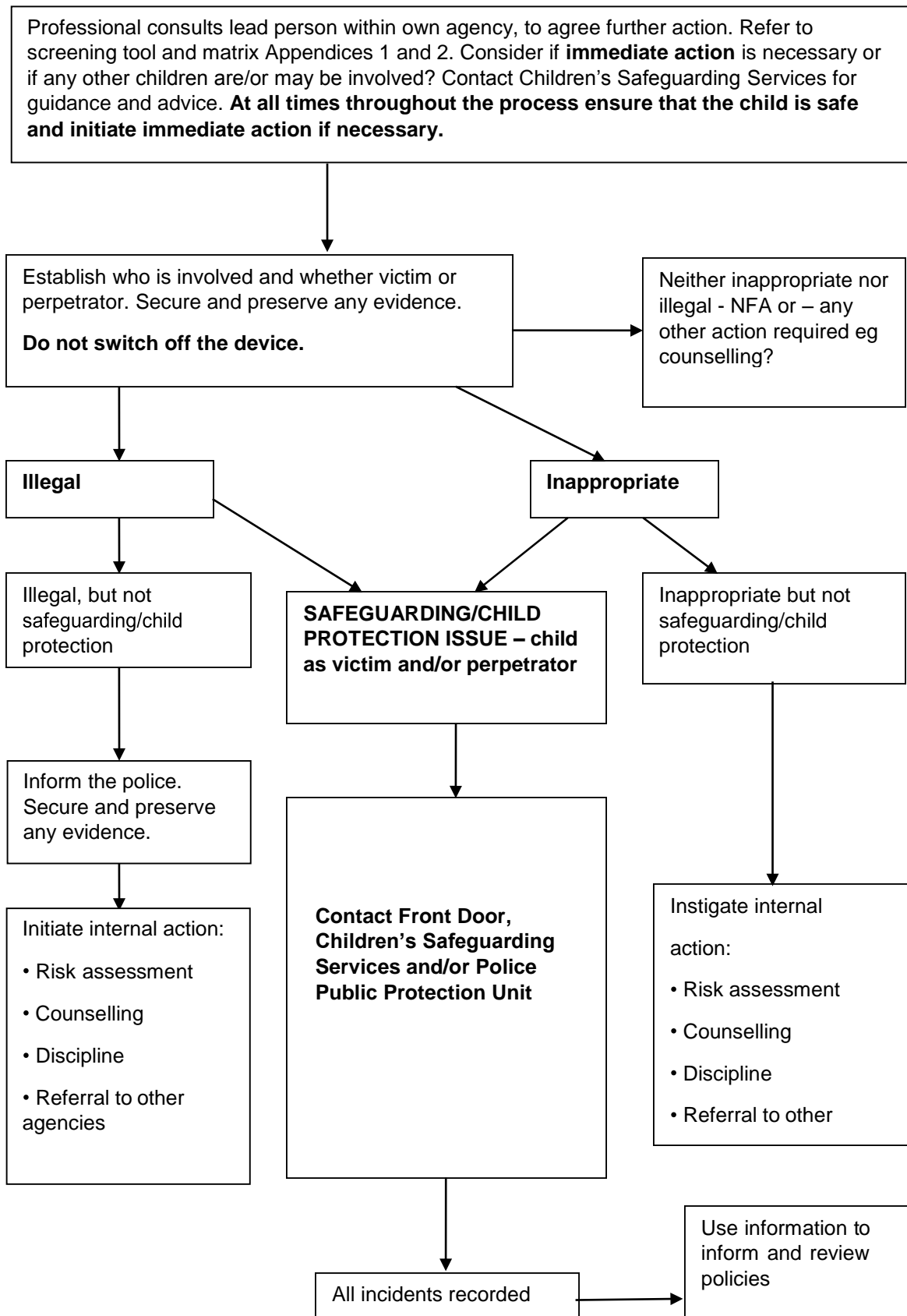
Prevent Duty

As of 1 July 2015, all schools, and registered early years and childcare providers are subject to section 26 of the Counter-Terrorism and Security Act 2015, also known as the Prevent duty. This states that they must have 'due regard to the need to prevent people from being drawn into terrorism'. Issues relating to this are covered in our school safeguarding policies, but we are also aware of the risks that digital technologies pose for young people in being exposed to radicalisation and extremism. Much of this policy covers the ways in which we strive to keep our young people safe and minimise risks they face while they engage with technology in our care.

Non-compliance

- The school retains the right to withdraw any of the above services of the person(s) if they have been found in breach of the E-safety policy

Appendix 4: Flowchart for an E-safety Concern





E-SAFETY AND ICT ACCEPTABLE USE POLICY (STUDENTS) CONSENT FORM 2019-2020 (Revised for GDPR)

The school operates an E-Safety and ICT Acceptable Use Policy for students; which sets the expectations upon individuals using ICT school systems. **Please refer to policy.**

STUDENT ICT ACCEPTABLE USE POLICY

- I will only use ICT systems in school, including the internet, email, digital video, and mobile technologies, for school purposes.
- I will use the ICT equipment in school with respect and care.
- I will not download or install software on school technologies.
- I will only log on to the school network/email etc with my own user name and password.
- I will not reveal my passwords to anyone and will change them regularly.
- I will not knowingly perform an act that could cause technical disturbance to anything on the IT network, including the introduction of viruses, worms or any other destructive mechanism.
- I will use responsible and sensible language in all my ICT communications and respect the feelings of others.
- I will not give out any personal information such as my name, phone number or address on the Internet.
- I will not take images of pupils and staff unless I have express permission from school staff, along with explicit consent from the individuals photographed and it is for school purposes. I will not distribute any images outside the school network.
- I will ensure that my online activity, both in school and outside school, will not cause distress or embarrassment to my school, or any member of the school community.
- I will not deliberately upload or add any images, video, sounds or text that could upset or offend any member of the school community.
- I will respect the privacy and ownership of others' work online at all times.
- I will not attempt to bypass the internet filtering system or any other security features.
- I will not deliberately browse, download, upload or forward material that could be considered offensive or illegal. If I accidentally come across any such material I will report it immediately to a member of staff. Some examples are: Extremist, racist, discrimination, drug abuse, violence and sexual explicit material.
- If the school suspects that I am using the system for criminal purposes or for storing unlawful text, imagery or sound, the matter will be brought to the attention of the relevant authorities.
- I understand that these rules are designed to keep me safe and that if they are not followed, school sanctions will be applied, my computer rights revoked and my parent/carer contacted.
- I understand the school monitors and logs all of my activity when I use IT equipment and the internet in school.

This Acceptable Use Policy is displayed when the students log into a school computer (every 7 days.)



Directions for visitors using the school WiFi and internet

Visitors are permitted to use the schools Guest Wireless network by way of request to the IT Manager, or in his absence, a member of the IT Support team. The IT department will then set up the visitor device (such as a laptop/phone or tablet) and input the passkey. Access will be granted for **1 day** unless specified otherwise. After this period, the device will no longer connect to the Wireless.

Points to remember:

- All visitors given access to the WiFi will be logged by IT Support in the Wireless system by name and date.
- Access will only be granted to the internet and no other IT services in school.
- If IT Support feel a device (such as a phone/tablet/laptop) is not protected by the necessary up to date software (such as antivirus), poses a risk to the network, or contains suspicious/illegal software, the IT Manager may refuse access to the visitor as a protection to the network.
- All visitor internet access will be filtered, monitored, logged and reviewed.
- The level of filtering levels for visitors will be similar to the access given to the youngest students in school. Visitors should expect things like Social Media and personal email to be filtered/blocked.
- The school expects visitors do not try to abuse or bypass internet filtering in school and to only use the internet for the purpose of their visit to the school.
- All internet activity is logged and monitored and visitors will be expected to adhere to expected and acceptable use for the purpose of their visit. The Staff IT Acceptable Use and E-Safety policies are available on request.
- Visitors will be held responsible for any breach of regulations carried out by their own device. Misuse of the internet in school may lead to an investigation if deemed inappropriate.

Any queries should be brought to the attention of the IT Manager.
Please sign below when you have read all of the above criteria.

This is for internal use only. We will not share this information with anyone.

Signed _____ Print Name _____

Organisation _____

Date _____ Length of pass (1/3/5 day or indefinite) _____

Type of device (and Operating System) _____

MAC Address of device _____

PLEASE SIGN THIS COPY AND A SECOND COPY TO RETAIN FOR YOUR RECORDS.

PLEASE RETURN TO THE IT MANAGER.

Last updated January 2019

How to deal with an online safety incident involving staff

Any incident that involves the Head Teacher must be reported to the Chair of Governors

All incidents should be reported to the Head Teacher and:

- recorded in accordance with the safeguarding and online safety policy;
- all steps taken to resolve the incident must be recorded;
- use the 'Report Abuse' button if appropriate on the hosting site
- evidenced with printouts and screen shots as appropriate
- (exercise caution if resending is deemed necessary);
- consider involving the Chair of Governors and reporting the incident to the Governing body

Staff as instigators

Contact schools' HR for initial advice and contact the Local Authority Designated Officer (LADO) via Front Door.

Contact the member of staff and

- request that the offending material be removed immediately;
- refer them to the signed ICT Acceptable Use Agreement and the Professional Code of Conduct - consider if this incident has an impact on the Contract of Employment of the member of staff.

A member of staff may also wish to take advice from who may their union.

Parents or Carers as instigators

Contact the person and invite them into school and

- request the offending material be removed;
- explain that they have signed the Acceptable Use Agreement which clearly states ... (refer to your school policy);
- consider sending a letter to the other parents involved.

Possible ways to begin these discussions could include -

- You have become aware of discussions taking place online
- You want to discuss this online activity and the impact that it has on the school and staff
- You have an open door policy and you're disappointed they did not approach you first to discuss their feelings about ...

If the problem is not resolved at this point or is persistent consider involving the Chair of Governors.

Pupils as instigators

Identify the pupils involved and

- explain why their post is inappropriate;
- ask them to remove the offensive material;
- explain that they have signed the Acceptable Use Agreement which clearly states ... (refer to your school policy);
- if they refuse to remove the material and they are under 13 contact the social network provider (via REPORT) who will close the account;
- take appropriate actions in line with school policies,
- inform parents or carers and if serious or persistent arrange a meeting to discuss this with them;
- if the child is at risk talk to your school Designated Safeguarding Lead and consider contacting Front Door.

If you feel unable to report an incident to the Head teacher you could talk to a member of Senior Leadership Team or contact the EYSIS Duty Officer: 0191 643 8500

For serious incidents or further advice contact your local Police Neighbourhood Team.

Further contacts to support staff include:

EYSIS ICT Team: 0191 2007533

Schools' HR: Contact your link adviser.

Governor Services: 0191 643 8714

Front Door: 0345 2000 109 (office hours)

or (0191) 200 6800 (evenings and weekends)

Northumbria Police: 101



North Tyneside Council