



## **Remote Working Safeguarding Guidelines**

During this period of social distancing Collective Encounters workers will be working from home and with our participants digitally.

This document provides the guidelines for all workers to keep themselves and participants they work with safe.

It should be read in partnership with Collective Encounters' main safeguarding policy and procedures

If you have any questions about these guidelines, please contact Designated Safeguarding Lead (Ben Mellor) or Deputy Designated Safeguarding Lead (Harriet Warnock).

### **Receiving a disclosure online or via mobile phone**

We recognise that at times, participants might disclose information to workers via calls, emails or other digital means.

If a worker receives a worrying message that they think may indicate that the participant communicating with them is at immediate risk during or outside of work hours, they should immediately refer it for action to either the DSL or DDSL.

The usual disclosure process should be followed as outlined in the safeguarding policy.

### **Saving Information**

No participant's details or images will be downloaded or saved onto personal computers (unless it is a computer provided by Collective Encounters for work use only).

Any information that needs to be saved (including images, recorded zoom session and contact details) should be done so on Dropbox, if necessary, as locked documents.

### **Emails**

Participants should never be emailed from personal accounts under any circumstances.

It is acceptable to email participants from your named Collective Encounters account, but please cc or bcc the [info@collective-encounters.org.uk](mailto:info@collective-encounters.org.uk) email address in all correspondence.

In all cases, workers should use formal language to avoid any misunderstanding on the part of the recipient and keep a copy of the correspondence if it relates to a safeguarding issue.

Workers who have concerns about the content of any email should consult the DSL for guidance.

### **Phone Calls & Texts**

Phone calls to participants should be avoided as much as possible and should ideally be made when another worker is in the room.

We understand that this isn't always possible, particularly when we're working from home. In the case that phone call is unavoidable the call should be logged, and any safeguarding concerns should be written up and sent to the General Manager.

Texts, calls and WhatsApp chats involving participants should be done on your work mobile phones. Never use your personal phone number for these interactions. Never disclose the personal number of another member of staff. Never disclose the work number of a member of staff or a participant's number without getting their express permission.

Work mobiles should be switched off outside of normal working hours (weekdays 9am-6pm) with a voicemail asking callers to email or leave a message, unless agreed otherwise with a manager.

### **Social Media**

Collective Encounters encourages social media use by workers as part of our community engagement drive.

When, as part of their duties, a colleague is required to contribute to any of the SM platforms speaking on behalf of Collective Encounters such communication must be approved by either the General Manager or Executive Director, who may require them to undergo training before such activity and may impose certain requirements and restrictions with regard to these activities.

When sharing images/videos on SM it is important that we respect the privacy of our participants. Please use the following guidelines.

1. If photography is taken at a public event, signage will be situated to inform audience members that images may be used on SM sites. We will use these images on our SM channels when appropriate, but we will not request individual consent.
2. Participants will be asked to give permission at individual smaller events such as workshops for photographs taken to be used on SM, and if participants are under 18 permission must be given by a parent or carer. Any photography permission forms

should carry 'SM' as an option for use. No images should be posted on SM that have not been cleared for use. This is particularly the case when working with vulnerable participants such as Looked After Children and Young People or in places of a sensitive nature such as health and wellbeing settings: Under NO circumstances should pictures identifying individuals from these backgrounds be posted on the website or on SM. Speak to the Safeguarding Lead or Deputy Safeguarding Lead if you are unsure.

3. People featuring within photographs uploaded to Facebook will not be tagged by Collective Encounters, however if that person wishes to tag the photo of themselves then they are able to do so. Please advise participants not to tag each other unless they have express permission to do so.

4. All images uploaded on any SM channel should be clearly labelled with place, date and content information.

Social Media can be a legitimate and effective way to communicate with participants but should only be done through organisational accounts.

If a participant contacts a worker directly through SM, workers should exercise caution to ensure communication is limited and professional.

As per the code of conduct, workers should not enter into inappropriate relationships such as private messages or accepting friend requests or similar. Workers are advised to protect themselves and to review their privacy settings and to keep personal information private.

Workers should also treat any inappropriate messages or content they become aware of in line with this policy, including challenging inappropriate behaviour or referring any cause of concern.

Any concerns should be referred to the DSL or the DDSL.

If sustained contact through social media is required for a project e.g. running a Facebook page or group, the workers member should set up a separate organisation profile (e.g. Annette @ Collective Encounters) which is only used for work purposes.

If you are organising a new group or group chat on Facebook / messenger, then you must include the Collective Encounters (Sarah Thornton) Facebook account.

The passwords for these accounts should be shared with line managers.

### **Zoom Group Sessions and Meetings**

There are many video tools available for running meetings and delivering sessions. Collective Encounters has identified Zoom as an appropriate tool for doing so during this period.

We have two Zoom accounts [admin@collective-encounters.org.uk](mailto:admin@collective-encounters.org.uk) and [info@collective-encounters.org.uk](mailto:info@collective-encounters.org.uk). You should be using these when working with participatory groups.

Any other tools for use with participants require approval.

**In advance of & during session:**

1. Check participants are able and want to participate.
2. Inform Project Coordinator you are delivering a session.
3. Set up the video 'meeting' with a private link. All participants should be invited to join with the private link. DO NOT save participants contacts to the zoom account.
4. Participants and parents should be given the basic 'ground rules' stated below.
5. If there is just one member of staff in a session, then the session should be recorded and saved in the Dropbox folder.
6. One to one calls with adult participants are permitted but must be recorded, and participants should be informed of this.
7. If consent to record is not obtained, then another member of staff is required to be present in the session. If no other member of staff is available, then the session will need to be rearranged to such a time that they are.
8. All workers should work from a location that should be as neutral/professional as possible. For example, not video calling from your bed/bedroom.
9. Host should check that participants are in a suitable and safe environment for the activity you plan to deliver.
10. The host is responsible for creating a safe, inclusive environment and that all 'ground rules' are followed.
11. The host should establish any additional 'rules' that the group should follow. These could be rules usually followed by the group, or new rules where necessary. E.g. one person speaks at a time.
12. Record and action safeguarding concerns in the same way as in other sessions.
13. Take a register and keep a record of this for monitoring and reporting purposes

14. Please be aware that private messages between participants in group sessions can be seen by everyone if they save the group chat. It is advisable for hosts to turn off the private messaging function.

### **Ground rules for participants:**

1. Never use your full name, first names will do.
2. Make sure people you are living with know you are on a live video chat. Don't include them in the chat.
3. Wear appropriate clothing, even on parts of you that you think won't be seen.
4. Refer to a group leader directly if you feel worried about anything.
5. Do not record or take photos of the session.
6. Do not share other people's contact details without prior permission.
7. If you are sharing links to images, please ensure that they are safe for all to view. If they contain or refer to any issues that some people may find upsetting, please think twice about posting, and add a content warning before the link. For example, 'content warning: violence/ nudity/ substance abuse'.
8. Participants not following these ground rules will not be able to participate in sessions. Collective Encounters reserve the right to remove any sharing inappropriate/offensive imagery or behaving in an abusive manner.
9. Participants, parents and the Collective Encounters staff should work together to safeguard young people online.
10. Remember that if the private chat function is turned on in Zoom, if you send someone a private message it will still be visible to everyone when the chat transcript is saved at the end of the call, so please do not say anything that you don't want everyone to be able to read!

### **Sharing work created online**

When sharing work created online Collective Encounters will take the following steps:

- Share the final edits with the participant group and in the case of children/young people their parents/carers before sharing.
- No use of surnames or other identifying information in photography or video content.
- Gain consent (parental/guardian consent if under 18) to be photographed and videoed.
- Only use images of participants in suitable clothing to reduce the risk of inappropriate use.

- Only share content through official accounts.

If, for whatever reason, a participant or a parent/carer of a young person are not happy with the use of content, then the company will not share the content.