

Safe Technology Use Policy

Policy outline and purpose

This policy should be used in conjunction with the Acceptable usage agreements found in the appendix 2 of this policy. All associates should be made aware of their responsibilities within this policy and the relevant section/agreement e.g. Staff agreement, volunteer agreement, young person's agreement.

Responsibilities:

It is the responsibility of all trustees, staff, volunteers and young people to operate within the agreed policy to ensure the safety of themselves and others when using any technology including web based technology and mobile/computer devices.

The trustee with the safeguarding responsibility is responsible for ensuring the policy is adhered to and that trustees, staff, volunteers, young people and associates have the relevant knowledge, understanding and safeguards in place to keep themselves and others safe.

This policy should be reviewed annually by 2 trustees and the Active8 manager to ensure appropriate safeguards are in place and any technological advances are taken into account.

The manager of Active8 or Safeguarding trustee can monitor any of the communication made by staff/volunteers/young people using Active8 equipment/ devices, at any time and may refer any illegal behaviour to the police or other relevant authority. (For legislation guidance see document in appendix 1).

Contents

Personal Data	Page 2
Views Database	Page 2
Acceptable Usage Agreements and Education	Pages 2- 3
Staff Communication	Page 3
Taking of photos or video	Page 3 - 4
Publication of Media Online	Page 4
Website	Pages 4 - 5
Social Media	Pages 5 - 6
Reporting Issues involving the use of technology	Page 6
Consequences	Page 6
Appendix 1: Legislation Guidance	Pages 7 - 10
Appendix 2a: Staff Acceptable Use Agreement	Page 11
Appendix 2b: Volunteer Acceptable Use Agreement	Page 12
Appendix 2c: Members (Over 18) Acceptable Use Agreement	Page 13
Appendix 2d: Members (Under 18) Acceptable Use Agreement	Page 14
Appendix 3: Reporting a concern - Cause for concern form	Pages 15 - 16
Appendix 4: Consequences of actions guidelines	Pages 17 - 18

Personal Data

For Active8 policy on the handling of personal data please see Active8's data protection policy. The use of technology (mobile phone, laptop, views) to storage any personal data must comply with Active8's Data Protection policy. Laptops or any other technological devices must not be left unattended or unlocked so that data about the organisation, its members/staff/volunteers/associates is visible or accessible to anyone who does not have permission to access it. This includes the use of Views online database. Passwords should not be remembered on devices or written down where others may access it.

Views Database

Active8 subscribes to Views online database system provided, run and hosted by Substance. Information about participants/members, volunteers, staff and trustees is stored using this system.

Information stored:

- Contact Information including emergency contacts e.g. parents/next of kin
- Projects involved with
- A record of sessions attended
- Qualifications e.g. valid DBS check, mini bus licence (for volunteers, staff and trustees)

The security system for the data stored is provided by Substance. Only current members of staff and (appropriate trustees) have login access to this system.

Acceptable Usage Agreements and Education

All members upon joining the organisation should (regardless of which project this may be or their role) must read and sign an acceptable usage agreement relevant to their role e.g. Acceler8 member/ Member over 18 years of age/ staff member/trustee/ volunteer (see appendices).

Acceler8 Members - All Acceler8 members (under 18 years of age) should receive an internet safety workshop within the first 6 months of their two-year programme. Acceptable usage agreements for Acceler8 members under the age of 18 must also be signed by a parent or carer.

Members over the age of 18 - A 'staying safe online' workshop should be available to members over the age of 18 at least once every two years. Resources for members to access should be available at all times from staff and on the Active8 website.

Staff and Volunteers - Basic e-safety training should be part of the induction process for all new staff and volunteers alongside the safeguarding training Active8 offers. All new staff and volunteers should be made aware of this policy, the legislation around the safe use of technology and their responsibilities in keeping themselves and others safe. All staff and volunteers must read and sign the relevant user agreement. Staff and volunteers should be made aware of any changes to this policy after its biannual review.

Trustees - All trustees should have a basic understanding of the safe use of technology within their safeguarding training as well as a clear understanding of their responsibilities in association with this policy and current legislation.

Staff Communication

In their work role or conducting any business on behalf of Active8 staff must use methods of communication and accounts agreed by the Active8 manager and trustees. All staff will have a mobile phone, e-mail account, laptop supplied by Active8 which they may use for Active8 work only. Staff should make sure that all communication is professional and carried out in an appropriate manner.

- Be clear, if you are on the telephone don't rush
- Be respectful
- Use a friendly and approachable tone
- Use appropriate language, be professional but understandable (don't bombard young people with technical language if it is not needed however when contacting businesses/associates/funders use written English - not shorthand or text speak).
- Follow up communications using a different method where appropriate e.g. confirming details such as dates, times and contact telephone numbers by text message or e-mail.

Staff should check their mobile telephone/work e-mail account on days they are working and respond to any correspondence at the earliest opportunity, however staff should not feel the need to answer any work related correspondence outside of work hours.

Telephone communication - Staff should only use their work mobile account for work purposes and should not make their personal telephone number available to young people or volunteers. Staff should have their mobile telephone switched on and available during work hours, however should leave this phone switched off outside their working hours. Staff must supply a contact number to trustees in case of emergency. On receiving their Active8 mobile staff should ensure their voicemail service is set up with an appropriate message and working. Trustees should make sure they are contactable, where possible, at all times in case of emergency. Trustees should also ensure they are contactable at all times where they are the nominated person e.g. 'on call' over a residential weekend.

E-mail communication - Any e-mail correspondence related to their role at Active8 should be conducted through their work e-mail account. Staff should not give out any personal details via e-mail or share their personal e-mail address with members/volunteers.

Social Media including Facebook - Staff are encouraged to use Social media such as Facebook to communicate with young people as this works well however Active8 insists that all staff use a work account which is not linked to their personal account and does not contain any personal information. This 'work' account should be set up using the e-mail address provided by Active8 and should only be used in a work context no personal friends should be added to this account. Any accounts on others social media sites e.g. Twitter/ Facebook must be authorised by the Active8 manager before they are created.

Taking of photographs or videos

Photographs and videos documenting members time at Active8 should be taken using Active8 devices e.g. cameras, GoPro and should be stored as mentioned below.

Storage of photos and other media - All media produced by Active8 including photos and images taken during events must be uploaded to and stored on the external hard drive which is encrypted for security purposes.

Publication of media online

As mentioned below no video media should be published online without the consent of all those featuring in the video and the authorisation of the Active8 manager. Photos taken within Active8 events should only be published online with the consent of those in the photo and on the official Active8 channels.

Youtube - Youtube is a fantastic media for sharing videos made by the young people and is used particularly well in the Advoc8 project. Active8 has its own Youtube channel - videos that have been agreed by the Active8 manager must be published here, not on any additional channels or personal accounts. Videos may only be published with the consent of all those featured in the video, and once they have been viewed and agreed by the Active8 manager. The full names and any contact details of the people featured in the video clip should never be displayed. The display of the first names is allowed as long as agreed by those featuring in the video.

Staff - Must not publish photos containing anyone other than themselves on personal accounts. We understand that sometimes someone captures that perfect portrait - if the photo contains just you then you may use it for personal use as long as it is used appropriately in a manner expected by Active8. (Check the backgrounds of photos carefully before you consider their use).

Members - Photos containing persons other than themselves must not be published on personal social media pages without prior consent from the persons in the photograph. This is a key clause in the Acceptable Use Agreement and should be highlighted during online safety workshops. *We understand that at Active8 photos can capture exciting and memorable moments, we are happy for you to share your experiences with your family and friends however please make sure the photo contains only you. If the photo is of you and Active8 friends, please make sure you have their permission before sharing outside of the Active8 family. (Check the backgrounds of photos carefully before you consider their use).*

Volunteers - Must not publish any photos taken at Active8 events or containing members, staff or other volunteers on personal accounts without the consent of those people. Volunteers must never publish photos of members under or over the age of 18 outside of the Active8 accounts.

Under 18's - Consent must be obtained from the young person and a parent/carer before photos can be published on Active8 accounts, including the Active8 website.

Active8 Website

The Active8 website is the go to place for anyone who wants to find out more about Active8 as an organisation. It contains information about what we do as a charity, how people can get involved and up to date news. The website was created and is hosted by 4dPrime. At the time of writing this policy Sarah Lynham (chair of Trustees) and Chris Coppleston (4dPrime) are the only people with administration logins to make changes to the website. As an

organisation we are keen to involve older participants/members in the running of the organisation. Logins may be created for selected persons and responsibility for particular page updates given to individuals. The trustee with responsibility for the website (currently Sarah Lynham) is responsible for moderating changes and ensuring all content remains professional and represents the organisation.

Social Media

facebook

Active 8 - an official organisation page managed by the Active8 manager, this is the only public page held by Active8 and is used to keep associates informed about what is happening within the organisation.

Active8 also has a small number of 'Secret'/'closed' groups (below). This only allows "Only members see the group, who's in it and what members post".

Project Specific Pages allow members to share ideas and keep in touch with each other. These pages are managed by the project leader and Active8 manager.

Active8 Volunteers page - used for sharing news, upcoming events and keeping in touch with volunteers, managed by Active8 manager and project leaders.

Active8 Parents and Guardians - is a closed group made for parents of members of Active8. The purpose of the group is to keep parents informed about what is going on in each of our projects Motive8, Advoc8, Acceler8 and After8. As well as ask questions about events and give ideas and feedback.

'Friends' - **Staff** must only 'friend' participants/members on their working account and never on their personal accounts.

Volunteers and trustees must not 'friend' current participants/members where they met through Active8 in the roles of volunteer/trustee and participant/member. Neither must they accept a 'friend request' from participants/members.

An example: *Where individuals have met outside of Active8 e.g. went to the same school or know each other through family and friends, Active8 cannot enforce this rule.*

All associates should be reminded of professional boundaries and appropriateness.

Procedures:

- All young people will attend 'internet safety training' before being added as a 'friend'.
- Those wishing to join the groups must request to join the group and be accepted by the staff who are admin or be invited to join the group.
- Any new pages must be:
 - 'Closed'/'Secret' groups.
 - Authorised by the Active8 manager before they are created.
 - Managed by staff using their Active8/work account only.
 - Must also have the Active8 manager as an admin.

Moderators:

- Only Active 8 staff are to be moderators, using their Active 8 ('work') accounts.

- Any inappropriate or offensive material or comments will be removed immediately by staff and the person responsible given a warning (in the first instance). A record of this should be made on the person's record on 'Views'.
- Staff can with good reason remove any members from the page at any time. Staff should always try to give the person an explanation for their removal.
- Staff may report offensive/inappropriate posts to Facebook directly or if more appropriate to the authorities e.g. police.

See consequences section of this policy.



Active 8 - an official organisation account managed by the Active8 manager, this is currently the only twitter page held by Active8 and is used to keep associates informed about what is happening within the organisation.

Reporting of issues involving the use of technology

Staff/volunteers - Should staff or volunteers become aware of any online incidences, have any concerns regarding the safety or behaviour of another they should complete a 'Cause for concern form' (see appendix 3) and immediately inform the manager. In a situation where they are unable to contact the Active8 manager or their concern involves the Active8 manager they should contact the safeguarding trustee or chair of trustees.

Consequences

All staff/volunteers/members/trustees/associates should be aware of the consequences of their actions in relation to the use of technology through the awareness workshops/induction process. Action taken by staff/trustees will depend on the 'severity offence' it is Active8s policy to educate first and sanction only where appropriate. (See appendix 4 for guidance on the appropriate action).

- Staff may insist that members participate in online/technology safety training before they are allowed to attend any further events with Active8.
- Where members are aged under 18 their parents/carers may be informed and if appropriate the safeguarding procedure followed.
- Social media - any inappropriate behaviour on social media may lead to the removal of the persons involved from the Active8 groups/pages and the behaviour reported to the website/Apps administration.
- Staff or volunteers may be subject to disciplinary procedures (see disciplinary procedures policy) and any illegal behaviour reported to the relevant authorities including the police. (See legislation guidance in appendix 1)

Appendix 1 - Legislation Guidance

Computer Misuse Act 1990

This Act makes it an offence to:

- Erase or amend data or programs without authority;
- Obtain unauthorised access to a computer;
- "Eavesdrop" on a computer;
- Make unauthorised use of computer time or facilities;
- Maliciously corrupt or erase data or programs;
- Deny access to authorised users.

Data Protection Act 1998

This protects the rights and privacy of individual's data. To comply with the law, information about individuals must be collected and used fairly, stored safely and securely and not disclosed to any third party unlawfully. The Act states that personal data must be:

- Fairly and lawfully processed.
- Processed for limited purposes.
- Adequate, relevant and not excessive.
- Accurate.
- Not kept longer than necessary.
- Processed in accordance with the data subject's rights.
- Secure.
- Not transferred to other countries without adequate protection.

Freedom of Information Act 2000

The Freedom of Information Act gives individuals the right to request information held by public authorities. All public authorities and companies wholly owned by public authorities have obligations under the Freedom of Information Act. When responding to requests, they have to follow a number of set procedures.

Communications Act 2003

Sending by means of the Internet a message or other matter that is grossly offensive or of an indecent, obscene or menacing character; or sending a false message by means of or persistently making use of the Internet for the purpose of causing annoyance, inconvenience or needless anxiety is guilty of an offence liable, on conviction, to imprisonment. This wording is important because an offence is complete as soon as the message has been sent: there is no need to prove any intent or purpose.

Malicious Communications Act 1988

It is an offence to send an indecent, offensive, or threatening letter, electronic communication or other article to another person.

Regulation of Investigatory Powers Act 2000

It is an offence for any person to intentionally and without lawful authority intercept any communication. Monitoring or keeping a record of any form of electronic communications is permitted, in order to:

- Establish the facts;
- Ascertain compliance with regulatory or self-regulatory practices or procedures;
- Demonstrate standards, which are or ought to be achieved by persons using the system;
- Investigate or detect unauthorised use of the communications system;
- Prevent or detect crime or in the interests of national security;
- Ensure the effective operation of the system.
- Monitoring but not recording is also permissible in order to:
- Ascertain whether the communication is business or personal;
- Protect or support help line staff.
- The organisation reserves the right to monitor its systems and communications in line with its rights under this act.

Trade Marks Act 1994

This provides protection for Registered Trade Marks, which can be any symbol (words, shapes or images) that are associated with a particular set of goods or services. Registered Trade Marks must not be used without permission. This can also arise from using a Mark that is confusingly similar to an existing Mark.

Copyright, Designs and Patents Act 1988

It is an offence to copy all, or a substantial part of a copyright work. There are, however, certain limited user permissions, such as fair dealing, which means under certain circumstances permission is not needed to copy small amounts for non-commercial research or private study. The Act also provides for Moral Rights, whereby authors can sue if their name is not included in a work they wrote, or if the work has been amended in such a way as to impugn their reputation. Copyright covers materials in print and electronic form, and includes words, images, and sounds, moving images, TV broadcasts and other media (e.g. youtube).

Telecommunications Act 1984

It is an offence to send a message or other matter that is grossly offensive or of an indecent, obscene or menacing character. It is also an offence to send a message that is intended to cause annoyance, inconvenience or needless anxiety to another that the sender knows to be false.

Criminal Justice & Public Order Act 1994

This defines a criminal offence of intentional harassment, which covers all forms of harassment, including sexual. A person is guilty of an offence if, with intent to cause a person harassment, alarm or distress, they: -

- Use threatening, abusive or insulting words or behaviour, or disorderly behaviour; or
- Display any writing, sign or other visible representation, which is threatening, abusive or

insulting, thereby causing that or another person harassment, alarm or distress.

Racial and Religious Hatred Act 2006

This Act makes it a criminal offence to threaten people because of their faith, or to stir up religious hatred by displaying, publishing or distributing written material which is threatening. Other laws already protect people from threats based on their race, nationality or ethnic background.

Protection from Harrassment Act 1997

A person must not pursue a course of conduct, which amounts to harassment of another, and which he knows or ought to know amounts to harassment of the other. A person whose course of conduct causes another to fear, on at least two occasions, that violence will be used against him is guilty of an offence if he knows or ought to know that his course of conduct will cause the other so to fear on each of those occasions.

Protection of Children Act 1978

It is an offence to take, permit to be taken, make, possess, show, distribute or advertise indecent images of children in the United Kingdom. A child for these purposes is a anyone under the age of 18. Viewing an indecent image of a child on your computer means that you have made a digital image. An image of a child also covers pseudo-photographs (digitally collated or otherwise). A person convicted of such an offence may face up to 10 years in prison.

Sexual Offences Act 2003

The offence of grooming is committed if you are over 18 and have communicated with a child under 16 at least twice (including by phone or using the Internet) it is an offence to meet them or travel to meet them anywhere in the world with the intention of committing a sexual offence.

Causing a child under 16 to watch a sexual act is illegal, including looking at images such as videos, photos or webcams, for your own gratification. It is also an offence for a person in a position of trust to engage in sexual activity with any person under 18, with whom they are in a position of trust. (Typically, teachers, social workers, health professionals, connexions staff fall in this category of trust). Any sexual intercourse with a child under the age of 13 commits the offence of rape.

Public Order Act 1986

This Act makes it a criminal offence to stir up racial hatred by displaying, publishing or distributing written material which is threatening. Like the Racial and Religious Hatred Act 2006 it also makes the possession of inflammatory material with a view of releasing it a criminal offence.

Obscene Publications Act 1959 and 1964

Publishing an “obscene” article is a criminal offence. Publishing includes electronic transmission.

Human Rights Act 1998

This does not deal with any particular issue specifically or any discrete subject area within the law. It is a type of “higher law”, affecting all other laws. In the context of work with young people, human rights to be aware of include:

- The right to a fair trial
- The right to respect for private and family life, home and correspondence
- Freedom of thought, conscience and religion
- Freedom of expression
- Freedom of assembly
- Prohibition of discrimination
- The right to education

These rights are not absolute. The organisation is obliged to respect these rights and freedoms, balancing them against those rights, duties and obligations, which arise from other relevant legislation.

Taken from: <https://onlinecompass.org.uk/Template-Legislation>

Appendix 2a

Staff Acceptable Use Agreement

For my own personal safety:

- I understand that any personal technology I bring to Active8 events is my responsibility.
- I will not allow anyone access to my technology e.g. mobile phone, tablet devices, laptop etc.
- I will keep my own personal information safe as well as that of others.
- I will tell the Active8 manager or a trustee if something upsets or concerns me.
- I will only use my Active8/work social media account for the purpose of Active8.
- I will use the social media pages managed by Active8 to communicate with groups.

For the safety of others:

- I will ensure that the Safe Technology Use Policy is upheld and I fulfil my responsibilities to keep others safe.
- I will be polite and responsible when I communicate with others,
- I will not take or share images of anyone without their permission.
- Where possible I will only contact staff through their Active8 accounts e.g. work mobile/e-mail/social media account.

For the safety of the group:

- I will not try to access anything illegal.
- I will not download anything that I do not have the right to use.
- I will only use my personal device if I have permission and use it within the agreed rules.
- I will not deliberately bypass any systems designed to keep the group safer.
- I will tell a responsible person if I find any damage or faults with technology, however this may have happened.
- I will not attempt to install programmes of any type on the devices belonging to the group, without permission.
- I will only use social networking, gaming and chat sites with permission (using the groups created and managed by Active8)

I understand that I am responsible for my actions and the consequences.

I have read and understood the above and agree to follow these guidelines:

Name:

Signature:

Date:

Appendix 2b

Volunteer Acceptable Use Agreement

For my own personal safety:

- I understand that any technology I bring to Active8 events is my responsibility.
- I will not allow anyone access to my technology e.g. mobile phone, tablet devices, laptop etc.
- I will keep my own personal information safe as well as that of others.
- I will tell a member of staff if something upsets or concerns me.
- I will not 'friend' or accept 'friend requests' from participants/members of Active8.
- I will use the social media pages managed by Active8 to communicate with others.

For the safety of others:

- I will not interfere with the way that others use their technology.
- I will be polite and responsible when I communicate with others,
- I will not take or share images of anyone without their permission.
- Where possible I will only contact staff through their Active8 accounts e.g. work mobile/e-mail/social media account.

For the safety of the group:

- I will not try to access anything illegal.
- I will not download anything that I do not have the right to use.
- I will only use my personal device if I have permission and use it within the agreed rules.
- I will not deliberately bypass any systems designed to keep the group safer.
- I will tell a responsible person if I find any damage or faults with technology, however this may have happened.
- I will not attempt to install programmes of any type on the devices belonging to the group, without permission.
- I will only use social networking, gaming and chat sites with permission (using the groups created and managed by Active8)

I understand that I am responsible for my actions and the consequences.

I have read and understood the above and agree to follow these guidelines:

Name:

Signature:

Date

Appendix 2c

Members Acceptable Use Agreement (over 18years old)

For my own personal safety:

- I understand that my use of technology will be supervised and monitored.
- I will keep my password safe and will not use anyone else's (even with their permission)
- I will keep my own personal information safe as well as that of others.
- I will tell a trusted adult if anything makes me feel uncomfortable or upset when I see it online.

For the safety of others:

- I will not interfere with the way that others use their technology.
- I will be polite and responsible when I communicate with others,
- I will not take or share images of anyone without their permission.
- I will not 'friend' volunteers on social media accounts.
- I will only contact staff on social media through their Active8 account.

For the safety of the group:

- I will not try to access anything illegal
- I will not download anything that I do not have the right to use.
- I will only use my personal device if I have permission and use it within the agreed rules
- I will not deliberately bypass any systems designed to keep the group safer.
- I will tell a responsible person if I find any damage or faults with technology, however this may have happened.
- I will not attempt to install programmes of any type on the devices belonging to the group, without permission.
- I will only use social networking, gaming and chat sites with permission (using the groups created and managed by Active8)

I understand that I am responsible for my actions and the consequences.

I have read and understood the above and agree to follow these guidelines:

Name:

Signature:

Date

Appendix 2d

Members/parent/carers Acceptable Use Agreement (under 18years old)

For my own personal safety:

- I understand that my use of technology will be supervised and monitored.
- I will keep my password safe and will not use anyone else's (even with their permission)
- I will keep my own personal information safe as well as that of others.
- I will tell a trusted adult if anything makes me feel uncomfortable or upset when I see it online.

For the safety of others:

- I will not interfere with the way that others use their technology.
- I will be polite and responsible when I communicate with others,
- I will not take or share images of anyone without their permission.
- I will not 'friend' volunteers on social media accounts.
- I will only contact staff on social media through their Active8 account.

For the safety of the group:

- I will not try to access anything illegal
- I will not download anything that I do not have the right to use.
- I will only use my personal device if I have permission and use it within the agreed rules
- I will not deliberately bypass any systems designed to keep the group safer.
- I will tell a responsible person if I find any damage or faults with technology, however this may have happened.
- I will not attempt to install programmes of any type on the devices belonging to the group, without permission.
- I will only use social networking, gaming and chat sites with permission (using the groups created and managed by Active8)

I understand that I am responsible for my actions and the consequences.

I have read and understood the above and agree to follow these guidelines:

Member
Name & Signature:

Parent/carer
Name & Signature:

Date

Appendix 3

Reporting a concern - Cause for concern form

Your Details:		Name:		
Date:		My role: E.g. Staff/volunteer/trustee/activity leader/participant etc.		
Project:	Acceler8 <input type="checkbox"/>	After8 <input type="checkbox"/>	Motive8 <input type="checkbox"/>	Advoc8 <input type="checkbox"/>
I am reporting concerns I have: <input type="checkbox"/>				
I am reporting a concern raised by someone else: <input type="checkbox"/>				
Please give their name and role:				
The person you have a concern about:				
Name:				
Role:	Participant under 18 <input type="checkbox"/>	Participant over18 <input type="checkbox"/>	Volunteer <input type="checkbox"/>	Staff <input type="checkbox"/>
Your concerns/details of the disclosure made:				
<p>Remember to:</p> <ul style="list-style-type: none"> • Keep to the facts. • Record the persons words exactly where possible (including bad language) use “ ” to show where exact wording has been used. • Include; dates/time, names, reported allegations, observations of behaviour, injuries. • Never promise to keep a secret. <p>Continue on a separate piece of paper and attach if needed.</p>				

Additional sheet attached:

Responses/any action taken so far:

You are not expected to act on a disclosure/concern however you may do something as a consequence

e.g. encourage a member to join the rest of the group/ step back from an activity/ reassure the person with the concern that you will pass it on to the manger/safeguarding trustee.

Any other Information you think is relevant:

When did you complete this form:

Date:

Time:

Signiture of person completing the form:

Name/signiture of any witnesses:

Passing your concern to the right person:

On a residential weekend your concern should in the first instance go to the member of staff leading the weekend. They should then try to immediately contact the Active8 manager or Safeguarding Trustee. Should you concern involve any of these people please contact the next person in the list.

I have passed my concern to:

Received:

Date:

Time:

Signiture of recipient:

Appendix 4

Consequences of actions guidelines -For management use only

The context, severity and impact of all incidences involving technology should be considered when deciding how best to proceed. Active8 first and foremost aims to educate rather than punish however young people, staff and volunteers all need to know the consequences their actions have. Some examples have been included below to demonstrate how Active8 as an organisation would respond to incidences involving technology.

Participants/ members

Scenario 1: *A member has sent a volunteer a friend request on Facebook, within the message they have asked to meet up outside of Active8. This is the first time they have done this and do not see why they cannot befriend volunteers outside of Active8 through Social media. The volunteer feels uncomfortable about the request and has raised their concerns with a member of staff.*

Response: *Staff should first and foremost reassure the volunteer that they have followed the correct procedure and that they are right, it would not be appropriate to meeting/socialise with participants of Active8 outside of the organisation as it may influence their professional relationship within the organisation. The member of staff should then arrange to speak to the participant (and their parents if felt appropriate and the member under 18years of age) explaining why it is not appropriate for volunteers and participants to socialise outside of Active8. Encourage the participant to socialise with their peers and support then finding the appropriate support outside of Active8 e.g. PA.*

Scenario 2: *A participant/ member has made an unkind comment on social media or has shared a post considered to be inappropriate.*

Response: *Staff should remove the comment or post immediately and contact both parties. There may be an unresolved issue that both parties need support in resolving. Staff should then use their discretion to decide if both parties should remain members of the page/group. If the issue is unresolved or either parties are found to be making further comments (publicly or through private messenger) then they will be removed from the group should be spoken to by the Active8 manager about the expected behaviour within Active8.*

Staff and volunteers

Scenario 1: *A volunteer/staff member has shared a photo on Facebook that contains participants at Active8.*

Response: *The Active8 manager must contact the volunteer/staff member concerned and insist that the image is removed. If this is not possible of the volunteer/staff member refuses the image should be reported to Facebook as an image posted without permission for them to remove. The Active8 manager should consult the safeguarding trustees to decide how to proceed with regards to Active8s disciplinary procedure.*

Scenario 2: A staff member has left data about the young people where it is not secure e.g. laptop left logged on and unattended, paper copies left where others have access to them or allowed another person access.

Response: The Active8 manager should ensure the security of the data and follow the safeguarding procedure if they feel there is a risk to any of the participants of Active8. The Active8 manager should also inform the trustees with regard to disciplinary action and suspension. See disciplinary procedure for this process. Depending on the severity the staff member may face; suspension, a formal warning or dismissal.

These scenarios are only examples and the context and safeguarding of participants, volunteers and staff should be considered when dealing with any incidences. The disciplinary procedure must be adhered to when incidences involve staff members. Incidences may be logged on participant/volunteer/staff profiles on views database.