

eSAFETY POLICY

Policy

Much of the communication between all those involved with FiG is now undertaken through electronic media: e-mails, internet, social media. It is important that all involved in FiG undertake this communication safely, to reduce the risk of breaches of confidentiality involving staff, families or volunteers.

For safe use of electronic communication methods, please see FiG's Confidentiality Policy, Data Protection & Privacy Policy and Safeguarding Policy

Procedure

Facebook, Twitter and all other Social Media platforms that FiG chooses to be present on:

Any work-related issue or material that could identify a work colleague or family member, which could adversely affect FiG, a colleague or family member must not be placed on any social media site or shared by services that are not encrypted. This means that work related matters must not be placed on any such site at any time either during working hours or outside of working hours and includes access via any computer equipment or mobile device.

- FiG social media content can be 'liked' and 'shared' by anyone who visits our social media pages.
- Social media will only have status updates written by FiG staff.
- The status updates should adhere to FiG's Confidentiality Policy and Data Protection & Privacy Policy.
- The status updates must not contain religious or political content and must be relevant to the organisation's cause.
- Photographs of children can only be posted on social media with the parents/ carers written permission.
- Children and young people should not be identifiable or contactable from the information shared by FiG on social media.
- Any content posted on the FiG social media channels should be relevant to the service.
- Any messages sent to FiG via social media need to be responded to by the FiG social media administrators within one week and where necessary the information needs to be passed on to the relevant member of FiG personnel.
- If someone comments on FiG social media and identifies a family against their wishes, FiG will endeavour to remove that comment as soon as possible.

Use of IT Facilities During Group Sessions and Other Interaction with FiG Children & Families.

Currently children or young people do not usually have to access computers or the internet during our group sessions or home visits. We understand that many young people have smart phones, however we ask them not to access them during group sessions with FiG.

Use of Video technology to hold meetings with families

FiG will be responsible for ensuring families understand best practice for using video technology. To ensure that we protect the confidentiality of the family all staff or volunteers conducting virtual home visits are asked to be in a confidential space where they cannot be overheard or interrupted. We will also ensure that all platforms used have appropriate security.

Photographs of Children or Young People

All parents or carers must give their consent before any photographs are taken of their children. Their consent is obtained by the person with parental responsibility completing our 'Photo Consent Form'.

Assigned FiG personnel will take photos of the children following the parents' written permission and share them with the Family Service Coordinators who will store them securely. FiG personnel will then delete the photos from the device on which they have been taken.

Photos will be used for marketing or training purposes. No photograph of a child can be published online or used for marketing purposes without the consent of the child's parent/carer in writing unless children are unidentifiable.

Private Social Media Accounts - FiG Personnel

In the event that FiG personnel have their own private social media accounts, it is the responsibility of FiG personnel to ensure that such activities do not in any way act to the detriment of their role in the charity, or be in any way detrimental or liable to reduce the standing of the charity in the eyes of anyone in the community. Any breach of this requirement will be dealt with by the CEO under the remit of the disciplinary procedure.