

We have created this policy to provide information regarding the use of IT and social media within Insight Community Project CIC.

Staff commitments:

1. Any communications that employees make through social media must not bring the organisation into disrepute, for example by: Criticising, disagreeing or arguing with parents, colleagues or managers, Making defamatory comments about individuals or other organisations/groups; Posting images that are inappropriate or links to inappropriate content, Breach confidentiality, for example by: referring to or sharing confidential information, including photographs and personal information about service users or staff members.
2. Staff must not post anything that could be considered discriminatory against, or bullying or harassment of, any individual or group of individuals, for example, making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age.
3. Must not social media to bully another member of staff.
4. Staff should use common sense when posting items; think about the intended audience and consequences of making unwise remarks.
5. No sensitive or confidential information relating to the organisation must be revealed on social networking sites.
6. Staff should be aware of the potential risks of communicating with ex-service users in ways which may be considered as inappropriate – particularly if it could be shown that the adult-child relationship of trust had been breached.
7. Staff should report any contact via social media from service users at their earliest opportunity to prevent a situation from escalating. Staff must be aware that they are in a position of trust and must take all appropriate steps to ensure this is not breached.
8. Staff are reminded that, as a safeguarding issue, they should always be careful about who they are 'talking to'. It is very easy to hide an identity in an on-line conversation.
9. Staff are reminded that they have a responsibility to report any racist, sexist or other discriminatory comments they become aware of through postings or chat on such sites.
10. Organisational use of social media such as Facebook and Instagram must be monitored by senior members of staff and only used appropriately.
11. Staff are committed to reporting any improper use of social media, including safeguarding concerns, through appropriate channels.

Insight Community Project recognises that personal communication through mobile technologies is an accepted part of everyday life for service users, staff and parents/carers, but technologies need to be used safely and appropriately within the setting.

Members of staff must not use their personal mobile phones for taking photos or videos that include service users.

Service users are responsible for their own personal belongings at all times and Insight Community Project does not accept any responsibility for the loss or damage of any personal device or property.

Insight Community Project commit to saving any personal information securely on electronic devices, these will be password protected and stored safely.

Staff members must support young people to make safe and positive choices when using social media and technology. They will do so by;

- Have informal conversations with young people, when it feels appropriate to do so, about safe and positive online posts, messages and use of apps.
- Challenge negative use of social media and technology, following disciplinary procedures if necessary.
- Provide opportunities to talk about online safety and share messages as a group.
- Report any safeguarding or child protection concerns that relate to social media or technology, via the pathway set out in the safeguarding policy.
- Talk to young people about protecting themselves and their identity online. For example, the use of passwords, privacy settings and personal information.
- Staff will actively engage in conversations with young people around using technology/screen time and using this in moderation.

Policy written by: Carly Ferron

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