

Digital Safeguarding Policy

Trans Support Hub

Introduction

The purpose of this document is to set out the processes and mechanisms Trans Support Hub will implement to keep users safe whilst interacting with the digital content.

Commitments

The Trans Support Hub should provide a safe place for open discussion about events and wider issues impacting the trans community. We are committed to ensuring it remains a place of empowerment that is free from hate, spam, and harmful content. In line with the Equality Act (2010), we will not tolerate discrimination relating to the protected characteristics of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

All reports of poor conduct will be treated with the utmost confidentiality, and information will only be shared with relevant parties on a need-to-know basis.

Minimum standard of behaviour

Trans Support Hub remains committed to freedom of speech as long as users are respectful of the transgender community. As a minimum requirement users are expected to uphold the values of:

- Respect
- Inclusivity
- Privacy protection

These values may be violated if users:

- Post abusive content such as posts containing inflammatory or discriminatory language
- Post violent content
- Post sexually explicit/pornographic content
- Promote substance misuse
- Promote conversion therapy or treatment
- Repeatedly post the same content that is not relevant to the group, e.g. crypto-currency investment opportunities.
- Post about someone else's experience and/or membership of the transgender community without prior consent.

Our standards

Any testimonials or photos focusing on one or two individuals will be anonymised or we will ask permission of that individual to share it. It would be even better if we could ask permission to share the content and whether they want it to be anonymous.

When referring to an individual we will use gender neutral pronouns and either ask pronouns or acknowledge that we're not aware of them. If there are comments in a social media thread to read we will make reasonable efforts to find their pronouns.

As we are a CIC, we cannot be seen to be political. In addition we must consider the risk to our own reputation when discussing topics like healthcare that may not be considered political directly, but could cause harm to others.

Our pages should be factual and friendly. As an organisation, we are not controversial or out spoken. We will post relatively light-hearted content except to be respectful of important days to our stakeholders e.g. Trans Day of Remembrance. Empathy and kindness is particularly important on these days. We will post

humorous posts including memes and puns. We acknowledge that humor is subjective and if we later find out that it is offensive we will 1. Apologise to anyone in the comments directly, tagging them so they see our reply. 2. Take screen shots of the post and thread and upload it to the Google Drive. 3. Deleting the post after 1 hour. 4. If we feel it is appropriate, we should create a post to apologise for the earlier post.

Access should only be given to appropriate members of the team and where people have shown a good understanding of our organisation and working with the LGBTQ+ community, particularly trans people. And, we trust they will act professionally and in accordance with the values above, spelling and grammar are important (within reason) we expect some care to be taken and tools like Grammarly should be used where possible. If they do not, their access will be revoked immediately, and we will change passwords where applicable e.g. the log in to make amendments to the website.

Where we appear online is important. We do not have the resources to fight with groups or individuals who disagree with us. We will post on own page and engage with appropriate trans/ LGBTQ+ groups. We will not engage with anti-trans content outside of our own page. If it is appropriate to comment on it in the media, this should be discussed with Katie Bird and at least one director first.

We should be transparent about our activity. We run wholesome events and consider our ethics in our supply chain which should be celebrated. Our Vinted store could be seen as a negative thing as we sell surplus donations, people could imagine that we take new designer clothes and sell those whilst circulating the lesser value items at the clothes swap. How we make decisions about the items we sell or donate should be transparent and will be added to the website in 2025.

Where possible, we should have comment filtering switched on so we are alerted when new followers want to engage with posts to make sure they are appropriate and made by stakeholders. Sales posts/ tags may be considered if they are relevant to our trans audience e.g. about binders, but can be removed if they haven't asked permission in advance. Comment filtering should also be used to recognise comments that may cause harm or distress to our stakeholder. If in doubt, we will take a cautious attitude to protect readers and ask someone to rephrase their comment if we think they had good intentions to engage with our audience appropriately.

Proof Reading

The website should be drafted and proof read before the content goes live. Social media pages should be written and sent to another member of the team for proof reading as soon as possible when there are any updates.

Reporting mechanisms

User-facing

If users see content which falls below the minimum standard of behaviour on any of the Trans Support Hub's social media platforms, they are encouraged to bring it to the attention of page admins and the platform by using the 'Report' function across the Meta platforms, LinkedIn and YouTube.

If they are particularly distressed by what they have seen, they can private message the page to be sign-posted to a relevant third party, e.g. Samaritans.

Business-facing

There are two possible pathways through which Trans Support Hub page admins may become aware of content that violates our commitments:

1. Through proactive moderation and engagement
2. Through user reports

Regardless of how they are made aware of this content, page admins will follow the same procedure:

- Assess the content and decide if it violates our commitments.
- If it does, they will screenshot the content and save it to a folder in a private Google Drive before deleting it from their physical device photo gallery.
- They will then use the 'block' function to bar the user from the page, leaving a note on the action for other admins to see.
- If they deem that the content may have violated hate crime laws, they will report the incident to the police through the [Truevision online portal](#), sharing the details and context of the content alongside the screenshot.

Safeguarding and welfare concerns

Trans Support Hub take concerns for welfare reported by users or picked up by page admins through proactive moderation and engagement. They will follow the below procedure should concerns arise:

- They will review the content and decide whether there is imminent danger to life.
 - If yes, they will call 999 immediately
 - If no, they will private message the user to sign-post them to appropriate services and encourage them to seek help.

Review and updates

- Regular review: This safeguarding policy will be reviewed regularly to ensure its effectiveness and relevance.
- Updates: Any updates or amendments to the policy will be communicated to all users promptly.

Date of policy adoption: 24/09/2024