



# Purbeck Youth & Community Foundation Use of Information Technology (IT) & Social Media Policy

## 1.1 Computer and Internet use

PYCF reserves the right to examine or delete any files that may be held on its system or to monitor any internet sites visited.

## 1.2 Responsible use by staff and volunteers:

### Software

- Only install and use on IT equipment software that has been registered with the copyright holder in the name of PYCF
- Ensure that any registered software installed on IT equipment does not exceed the terms of the license.

### Do not:

- install any registered software belonging to the project onto personal or other unauthorised equipment without written permission.
- Cause any obscene photograph, video, film or text to be uploaded onto any equipment.
- Knowingly cause any virus infected software or programme to be uploaded onto any equipment.
- Breach the Data Protection Act 1998.

### Hardware

Devices with access to email and sensitive data must have passwords/passcodes which should be kept secure and changed regularly.

### Shared Computers

In the interest of security for personal details and other sensitive information it is important that certain procedures are followed on laptops/computers that are shared between volunteers and paid staff. At the end of each session please make sure the 'DOWNLOADS' folder is empty..

For windows 10; go to search bar on bottom task bar and type in Downloads, then a file sign called downloads will appear.

Click on the downloads folder and there will be a list of everything you have opened as an attachment from emails, etc, within your session. In

order to delete, right click on the items and delete. Bear in mind this will go to the 'Recycle Bin' and therefore you will need to empty the recycle bin too. The recycle bin can be found on the desktop (the page that's open when you start the computer).

- . Important documents with confidential information should be saved to the relevant location.
- • If you are working on a laptop and need to leave it for a short time, such as to make a cup of tea, please do not leave it open for anyone to get into – you don't have to turn it off, just lock the screen. •
- At the end of a session, please ensure you log out of all accounts including e mail and any other internet site you might be logged into.

### **Internet**

- • Only use the internet to access and forward information in connection with their work or authorised PYCF business.
- • Ensure that they, or others, do not access obscene or other inappropriate sites or download any obscene photograph, video, film, text or other inappropriate material.
- • Cause any obscene photograph, video, film, text or other inappropriate material to be uploaded onto the internet.
- • Concern about any content of the internet can be report to:
  - The Child Exploitation and Online Protection Centre (CEOP) via their website [www.ceop.gov.uk](http://www.ceop.gov.uk) or
  - The Internet Watch Foundation (IWF) [www.iwf.org.uk](http://www.iwf.org.uk)

## **2. Protecting young people**

PYCF will seek permission for young people and parents/carers to use their images on a website or record images for promotional DVDs/films. A 'Consent form for photography' must be completed by each young person and If the young person is under 18 years old a parent/guardian must complete.

Staff and volunteers will monitor any internet usage by young people while using PYCF 's IT equipment for inappropriate content. Similar rules apply to young people as to staff regarding rules for responsible use. This includes no downloading and installing illegal software or uploading or downloading obscene or inappropriate material.

### **3.1 Social Media**

Social media and networking websites have become a regular part of everyday life and many people are now members of sites such as Facebook, Instagram, My Space or Twitter. However, these sites can become a negative forum for complaining or gossiping and care must be taken not to breach our confidentiality policy or offend anyone when using these services.

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The absence of, or lack of, explicit reference to a specific website or service does not limit the extent of the application of this policy. Where no policy or

guidelines exist, employees and volunteers should use their professional judgment and consult with your manager or supervisor if you are uncertain.

### **3.2 Guidance for Personal Use**

If you have your own personal profile on a social media website, you should make sure that others cannot access any content, media or information from that profile that:

- • You are not happy them to have access to
- • Which would undermine your position as a professional, trusted and responsible person.

As a basic rule, if you are not happy for others you work with to see particular comments, media or information simply do not post it in a public forum online.

When using social media sites, staff members should consider the following:

- • Changing the privacy settings on your profile so that only people you have accepted as friends can see your content.
- • Reviewing who is on your 'friends list' on your personal profile. You should not accept friend requests on your personal profile from young people you work with (This includes young people and parents who are not your actual friends). For social media/blogging sites such as Twitter or Tumblr, do not give young people your personal account names or URLs.
- • Ensuring personal blogs have clear disclaimers that the views expressed by the author are theirs alone and do not represent the views of PYCF.
- • Ensuring information published on the Internet complies with PYCF 's confidentiality and data protection policies. Breach of confidentiality will result in disciplinary action and may result in termination of your contract.

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### **3.3 Use of Official Accounts**

PYCF operates a number of accounts on social media websites for: the promotion of activities and events; as an environment to support and offer guidance; and as a communication method. The following outlines the limits of their use.

An official account on any social media website may only be set-up with consent from a line-manager.

Only authorised staff may use these accounts to post online and access to the account should be strictly limited.

- • All 'chat' with young people must be recorded.
- • All information published on the Internet must comply with PYCF confidentiality and data protection policies.
- • Parents or children's names should not be given outside of an online closed group, and they should not be referenced in any way online without their express consent. This includes all photos, videos and other media.
- • Copyright laws must be respected, with references or sources cited appropriately.

- Any employee who becomes aware of social networking activity that would be deemed distasteful should make their manager aware as soon as possible.
- ΠΨΧΦ'σ logos and trademarks may not be used without consent.

### **3.4 Good practice guidelines for individual professional/work profile:**

Ensure that the profile makes clear:

- • Who you are
- • Who you work for
- • How young people can verify your identify
- • Who to contact if they have any concerns/complaints about activities on the site.

Do not accept friend requests from young people for social media. They need to be informed that communication between you is recorded if they text you.

All staff and volunteers must adhere to the above guidelines; breach of this policy may result in disciplinary action or termination of your contract or volunteer position.

### **Additional on line guidelines from 5 April 2020**

The Corona Virus Government guidelines means our use of social media will increase and so we are adding a concise section on online safeguarding guidance for staff and volunteers.

All online texts and phone calls will continue to be recorded, for some it will be agreeing to be part of an online session, and recording their virtual attendance will suffice. Texts should be kept short and factual so there is no misunderstanding, workers need to be aware texts can a be changed.

Store any personal information securely and in line with PYCF data protection Policy.

We will use Instagram, face book and the web to put out general messages.

Invite some known young people to some face book videos where the presenter can be seen, and participants can send messages. The Chief Officer needs to know about all PYCF videos prior to screening.

Hold all on line sessions in a neutral space where nothing personal or inappropriate can be seen such as family photos, other people , your bed etc and others not seen or heard in the background If required use a screen saver as background screen .

Be professionally presented and appropriately dressed during on line sessions. Use age appropriate and respectful language and make sure all communication is relevant to the intention of that session.

All digital interactions must take place through PYCF accounts using PYCF mobiles and also when possible PYCF devices. If using own computer due to need to work at home ensure Chief Officer and Trustees are aware and that personal information is not stored on your own computer.

For any group sessions we recommend that staff make the session private/lock the session to avoid members of the public gaining access. Make sure all devices are fully charged and plugged in.

At every session remind participants about PYCF's confidentiality policy- any concerns you have will be shared with their knowledge /permission with others within PYCF, or managed as safeguarding when needed.

We suggest using headphones to support confidentiality and create a safe space.

At the start of a session check with participants where they are and if emergency contact is nearby ideally in the same building. Explain the reason for this -in case of medical emergency we would ring 999 on their behalf and we could communicate their location.

It would be good practice to run through the behaviour expected on line from participants and what will happen if agreement is not held

.Do not respond to any request for personal information other than that which is appropriate to your role,

Consent would usually be obtained for any participant under the age of 18 that the parent/guardian give consent for the session to take place . give consent for the session to take place. From September that will be added to our membership form.

Groups set up with Zoom or similar will have 2 PYCF DBS checked adults in the sessions and invites will go to young people already known to us. This is to ensure inappropriate people are not involved in any groups. The usual standards and vigilance are needed to ensure young people's safety and wellbeing as in seeing people in person. The Chief officer will be made aware and typed recordings of sessions will go on Groop as usual.

We will be mindful of guidance from Groop, NYA, UK Youth, and The Mix and DYA.CEOP, Safe Schools, Thinkuknow.

Agreed by Trustees 21.2.2018

Reviewed April 5 2020

Reviewed 2 June 2020

Reviewed May 2024

Good afternoon Joyce,

I hope all is well with you all there?

I've had a few queries back from our Safeguarding Team who are reviewing the policies and due diligence index you submitted. I've noted these down below - would you be able to answer their queries, and if there is an updated policy available attach it in response?

I know Barry was compiling the information for number 8 from the Dorset team - so I've copied him in in case he can provide that.

1. The code of behaviour states that it is reviewed annually but says it was last reviewed in Jan 2019 – is this the latest version?
2. Whistle Blowing Policy is dated 2019 and says that it is reviewed annually – is this the latest version?

3. The Use of Information Technology (IT) & Social Media Policy hasn't been updated since June 2020, and still has a section on Corona Virus – is this the latest version?
4. General Data Protection Regulation Guidelines and Procedures don't appear to have been updated since Dec 2019 - is this the latest version?
5. It's not clear from the policies who the Designated safeguard Lead is?
6. I haven't seen anything around what staff and volunteer induction looks like. Can see that?
7. We ask to see clear guidelines on the roles and responsibilities of all staff including volunteers, Governors, trustees, chief executive or senior management board, and they have responded with Scheme of delegation is in place and updated when needed – can we see that?
8. We ask to see that safeguarding plans/risk assessments are in place for transporting children and for other activities and they have said that they undertake robust risk assessments for trips and activities – can we see the process for that?

Many thanks,

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