

REMOTE WORKING WITH CHILDREN AND PARTICIPANTS

In engaging with Sanctuary Queer Arts activity, our co-directors and freelance employees will be working from home and with participants digitally. This document provides the guidelines for all workers to keep themselves and the participants they work with safe.

It should be read in partnership with our main safeguarding policy.

Designated Digital Safeguarding Officer [DSO]: Fraser MacLeod, Co-Director, Sanctuary Queer Arts. Any concerns regarding child protection within Sanctuary Queer Arts should be addressed to him. If unavailable our designated Deputy Digital Safeguarding Offices [DDSO] are Annabel Cooper and Drew Taylor – both Sanctuary Queer Arts Co-Directors..

WORKING FROM HOME

When working from home Sanctuary Queer Arts staff will have their own accounts to access emails and a log-in to access files. All files are saved on Sanctuary Queer Arts Google Drive and files with personal and contact details are password protected.

- No participants's details or images will be downloaded or saved on staff computers (unless for essential work use only).
- Staff will not share their accounts or log-ins with other members of staff and only log into their own accounts.
- If participants's images need to be downloaded for photo or video editing then they will be deleted once the edit has taken place and the edited film is uploaded to Sanctuary Queer Arts' server.
- Artists who need access to creative content including videos are given links which enable them to watch videos online but not download.
- Staff will always lock computer or close documents with sensitive information when they are away from their laptops / computers.

COMMUNICATION VIA EMAIL

Our priority medium for communication with participants is through email, using personal email addresses. In doing so, staff should use clear language to avoid any misunderstanding on the part of the recipient. It may be appropriate to copy in another staff member for transparency. Staff members who have concerns regarding the content of an email that they send or receive from a participant should consult the DSO or DDSO.

COMMUNICATION VIA SOCIAL MEDIA

If email communication isn't viable, Sanctuary Queer Arts may have to use social media to communicate with participants. The company holds Twitter, Facebook and Instagram accounts and will utilise messenger services on these applications for communication only – i.e. no comments/tweets will be exchanged – contact will be through traceable direct messages. Contact with participants through such forums will only take place through organisational accounts. Sanctuary Queer Arts Co-Directors of temporary freelance employed staff will not follow participant's accounts through their own personal social media accounts, and only invite members to follow Sanctuary Queer Arts official company accounts. An exception of this is when WhatsApp is used for project group communications and or between Project Leads and participants.

All electronic communication with Sanctuary Queer Arts participants over 18 to be saved, or at minimum conducted via a traceable source – e.g. WhatsApp. Saving of correspondence should be for a period of at least six months or, if a safeguarding or child protection issue is involved, until such times as the issue has been fully resolved.

If a Sanctuary Queer Arts staff member receives content from a participant which they believe is inappropriate they will not forward the content or delete it but immediately contact the DSO to report the content and the DSO will follow the **Incident Reporting – Digital Communication** guidelines from our Child and Vulnerable Adult Protection Policy.

COMMUNICATION VIA DIGITAL PLATFORMS

When communicating with participants via digital platforms staff will use official accounts and ensure that the personal numbers of participants and freelancers are not shared.

Staff and freelancers will be the only adults present in digital platform sessions.

All parents will be informed of the platforms to be used and the dates and times of sessions and the adults who will be in these platforms.

Staff will set clear rules of engagement for working on digital platforms. These rules will be in line with the rules of the company when working in person. Please refer to Sanctuary Queer Arts Safer Spaces Policy.

Staff will also remind participants that this is not a private space and whatever they share online will be seen by the group.

Any participant who breaks the above rules may be contacted through chat function to remind of the rules or depending on the seriousness of the breach be removed from the platform by staff and parents/carers will be informed.

RECEIVING A DISCLOSURE ONLINE OR VIA MOBILE PHONE

We recognise that at times, members might disclose information to staff members via texts, calls or digitally.

If a staff member receives a worrying message that they think may indicate that the participant communicating with them is at immediate risk during or outside of work hours, they should immediately refer it for action to an executive staff member (DSO), ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone. The DDSO/DSO will follow the procedure below. If the staff member cannot get hold of the DDSO/DSO, or a more senior member of staff, they should also follow this procedure.

- Check with the participant – What is happening? Where are you? The staff member should not attempt to solve the problem.
- Contact the participant's parent/guardian, or – if applicable – the social worker/key worker associated with that participant. If there is no response: Alert the emergency services (in most cases this will be the police) by calling 999 and giving as much information as possible.
- Write up an incident report on the situation within 24hrs to be sent to the DSO.

SHARING WORK CREATED ONLINE

When sharing work created online the company will take the following steps:

- Gain parental/guardian consent for children to be photographed and videoed.
- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Only share content through official accounts.

If, for whatever reason, a parent/carer or participant are not happy with the use of content, then the company will not share the content.

This policy has been created through research into best practices and reflect the ethos of fairness, dignity and respect we aim to foster in all our activity. This policy is reviewed annually but we are open to discussion how to amend this policy to better serve all we work with. If you would like to discuss any of this policy or offer amendments then please contact any of the Sanctuary Co-Directors.