



## REMOTE WORKING WITH CHILDREN AND YOUNG PEOPLE

During the period of social distancing staff will be working from home and with our young people digitally. This document provides the guidelines for all workers to keep themselves and the young people they work with safe.

It should be read in partnership with More Music's Safeguarding Policy.

Designated Safeguarding Leads: Kathryn MacDonald & Rachel Parsons

## WORKING FROM HOME

When working from home staff will have their own accounts to access emails and a log-in to access files. All files are saved on the More Music server and files with personal and contact details are protected.

- No young people's details or images will be downloaded or saved only on work computers
- If young people'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 the charity's 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

Staff will be required to email young peoples' personal email addresses. In such cases 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 young person should consult the DSL or DDSL for guidance.

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### VISIT

**13-17 Devonshire Road,  
Morecambe, LA3 1QT**

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### CALL

**01524 831997**

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### EMAIL

**info@moremusic.org.uk**

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### WEB

**www.moremusic.org.uk**

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### FOLLOW US

  **MoreMusic1**  
 **moremusic1**

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Charity no: 1097929  
Company no: 418958

## COMMUNICATION VIA SOCIAL MEDIA

More Music will use social media during this time to communicate with young people. Current social media applications staff will use include WHATSAPP , TWITTER FACEBOOK Tiktok and Instagram. Contact with young people through such forums should only take place through organisational accounts. More Music will not follow young people's accounts and only invite members to follow MORE MUSIC accounts.

If a MORE MUSIC staff member receives content from a young person which they believe is inappropriate they will not forward the content or delete it but immediately contact the DSL to report the content and the DSL will follow the safeguarding incident procedure of the company (see main safeguarding policy).

Current organisational accounts are as follows:

FACEBOOK, TWITTER, INSTAGRAM, YOUTUBE

## COMMUNICATION VIA DIGITAL PLATFORMS

When communicating with young people via digital platforms staff will use official accounts and ensure that the personal numbers of young people 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.

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

Any young person who breaks the above rules will 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 young person 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 Rachel PARSONS or Kathryn MacDonald ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone. They will follow the procedure below. If the staff member cannot get hold of either of them, or a more senior member of staff, they should also follow this procedure.

- Check with the young person – What is happening? Where are you? The staff member should not attempt to solve the problem.
- Contact the young person's parent/guardian, or – if applicable – the social worker/key worker associated with that young person. 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 designated safeguarding lead

## SHARING WORK CREATED ONLINE

When sharing work created online the charity will take the following steps;

- Share the final edits with the young people and their parents/carers before sharing.
- No use of child's surname in photography or video content.
- Gain parental/guardian consent for their child 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 young person are not happy with the use of content, then the company will not share the content.