Darwen Asylum Refugee Enterprise

Mobile and Camera Policy

FOR ALL STAFF, SERVICE USERS AND VISITORS

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Example of consent on Lamplight

1. Introduction

1.1 Mobile phone and camera technology has become more sophisticated over recent years and will continue to evolve. Wireless connections in particular extends the capabilities of mobile phones further and allow access to new content and services, such as the internet, social networking sites and instant messaging. Most mobile phones offer camera, video and audio recording as standard.

1.2 Mobile phones/cameras alongside other technologies aim to change the way we communicate. The speed of communication will often provide security and reassurance; however, as with any other form of technology, there are associated risks. Children, young people and vulnerable groups must be encouraged to understand such risks to enable them to develop the appropriate strategies which will keep them safe.

1.3 As with online safety issues generally, risks to children and young people especially should be broadly categorised under the headings of:

- Content
- Contact
- Conduct
- Commerce

These issues are to be managed by reducing availability, restricting access and increasing resilience.

1.4 This philosophy should be applied to the use of mobile phones/cameras through this policy. Acceptable use and management of mobile phones/cameras is therefore to be agreed by all service users. There is to be a clear expectation that the personal use of mobile phones is to be limited to specific times and uses and agreed with the designated person for adult safeguarding/child protection manager.

1.5 Under no circumstances are images, video or audio recordings to be made without prior explicit consent by the designated person for safeguarding adults/child protection or manager.

2. Purpose

2.1 The aim of the Mobile Phone/Camera Policy is to protect vulnerable groups from harm, by ensuring the appropriate management and use of mobile phones/cameras by all individuals who come into contact with the setting.

2..2 This is to be achieved through balancing protection and potential misuse. It is therefore to be recognised that alongside the potential risks, mobile phones/cameras continue to be effective communication tools. This in turn is to contribute to safeguarding practice and protection. There is no requirement or need to automatically ban the use of mobile phones or cameras in any setting.

3. Scope

3.1 The Mobile Phone/Camera Policy will apply to all individuals who are to have access to and/or users of personal and/or work-related mobile phones within the broadest context of the setting environment. This will include all staff including volunteers and trustees, children and young people, parents and carers, visitors, contractors and community users. This list is not to be considered exhaustive.

4. Policy Statement

4.1 It is to be recognised that it is the enhanced functions of many mobile phones that will give the most cause for concern; and which should be considered the most susceptible to potential misuse. Examples of misuse are to include the taking and distribution of indecent images, exploitation and bullying. Other examples of misuse are taking photos of service users without consent.

4.2 It must be understood that should mobile phones be misused, there will be a negative impact on an individual's safety, dignity, privacy and right to confidentiality. Such concerns are not to be considered exclusive to children and young people, so the needs or vulnerabilities of all must be respected and protected.

4.3 Mobile phones and cameras will also cause an unnecessary distraction during the working day and are often to be considered intrusive when used in the company of others.

4.4 It will often be very difficult to detect when mobile phones/cameras are present or being used. The use of all mobile phones/cameras needs to be effectively managed to ensure the potential for misuse is to be minimised.

4.5 Designated 'camera free' areas should be identified within the setting and signs to this effect are to be displayed throughout. The areas which should be considered most vulnerable include;

• Toilets

5. Code of conduct

5.1 A code of conduct should be promoted with the aim of creating an informed workforce who will work together to safeguard and promote positive outcomes for all vulnerable adults and children in their care.

5.2 It is to be ensured that all practitioners and their managers will:

• Be aware of the need to protect vulnerable groups including children from harm.

• Have a clear understanding of what constitutes misuse.

• Know how to minimise risk.

• Be vigilant and alert to potential warning signs of misuse.

• Avoid putting themselves into compromising situations which could be misinterpreted and lead to potential allegations.

• Understand the need for professional boundaries and clear guidance regarding acceptable use.

• Be responsible for the self-moderation of their own behaviours.

• Be aware of the importance of reporting concerns immediately.

6. Procedures

6.1 Clearly defined policies and procedures will aim to ensure effective safeguarding practices are in place to protect all and exposure to behaviours associated with misuse. The need to ensure mobile phones will not cause unnecessary and/or unsafe disruptions and distractions in the workplace are also to be considered.

6.2 Acceptable use and management of mobile phones is to be agreed by all service users. Consent is to be explicitly given from staff, trustees, volunteers, and service users and recorded on Lamplight. This includes photo

6.3 The recording, taking and sharing of images, video and audio on any mobile phone is to be avoided; except where it is explicitly agreed by the manager or designated person for safeguarding. Such authorised use is to be monitored and recorded. All mobile phone/camera use is to be open to scrutiny and the designated person for safeguarding or manager should be able to withdraw or restrict authorisation for use at any time if necessary.

6.4 Practitioners and their managers are to be directed not to use their own personal mobile phones for contacting service users or other organisations if work-related. Care is to be taken to ensure that work mobiles are not to be exploited in a similar way.

6.5 All service users, including visitors and contractors should be respectfully advised that their mobile phones/cameras are not to be used in designated mobile phone/camera use free areas. No images, video or audio recordings are to be made without prior explicit written consent by the designated person for safeguarding adults/child protection/the manager.

7. Work Mobile/Camera

7.1 DARE should ideally use a designated work mobile or camera, where possible. This is considered to be the safest choice but also is;

• An effective communication tool enabling text, email messages and calls to be made and received.

• A back-up facility should landline facilities be unavailable – or where contact needs to be made outside of operational hours.

7.2 Effective security procedures are to be put in place to safeguard against any potential misuse. Only authorised individuals should have access to the work mobile, which is to be password protected and to be stored securely when not in use. All use is to be recorded and monitored by the designated person for safeguarding/child protection/manager. Material held on the work mobile or camera should only ever be downloaded onto a works computer, never on a personal device.

7.3 Personal calls are not to be made on the work mobile phone other than in agreed circumstances. Personal contact will be permitted to be made via the work mobile in the event of an emergency.

7.4 The work mobile phone/camera is to be clearly labelled as such.

8. Driving

8.1 Practitioners and their managers who will be required to drive on behalf of the setting must ensure any work/and or personal mobile phones are not to be used or used with hands-free whilst driving.

9. Emergency Contact

9.1 It is to be recognised that mobile phones provide direct contact to others, and will often provide necessary reassurances due to their ease of access, particularly at difficult times. Agreed acceptable use of mobile phones is to therefore be promoted. This is to afford practitioners and their manager's peace of mind, by reducing stress and worry and is therefore to allow them to concentrate more fully on their work. Such use must be subject to management, monitoring and review.

9.2 It is to be ensured that the landline telephone remains connected and operational at all times except in circumstances beyond reasonable control. This means that the landline is to be available for emergency/urgent contact at all times.

9.3 The reliance on an answer phone is to be avoided unless the setting is closed or where children are to be taken off the premises for a trip or outing. Any answer phone is to be checked promptly on return to the setting.

Appendix A

Lamplight Consent

Consent to store data	-- select --
Date of consent to store data	
Consent to share data with other agencies	-- select --
Date of consent to share data with other agencies	
Consent to use images in publicity	-- select --
Date of consent to use images in publicity	