

Little Hurrahs Digital Safeguarding Policy

Many of Little Hurrahs' classes, courses and workshops take place online. This document provides the guidelines for all Leaders/Facilitators and parents/carers to keep everyone safe online.

It should be read in partnership with Little Hurrahs' main safeguarding policy. (please feel free to request a full copy).

Designated Safeguarding Lead (DSL): Jo Emmerson; Owner and Lead Facilitator

Social Media and Online/Digital Communication

- Little Hurrahs will use social media, including Zoom, to communicate with parents/carers and their children.
- Contact with children and their parents/carers through such forums should only take place through authorised accounts.
- Little Hurrahs will not follow accounts created in children's names and will only invite parents/carers to follow authorised Little Hurrahs accounts.
- If Little Hurrahs Leaders/Facilitators receive content 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 Little Hurrahs' safeguarding incident protocol (see main safeguarding policy).
- Little Hurrahs is not obliged to inform the sender of concerning materials of their intent to raise a safeguarding query.
- Little Hurrahs Leaders/Facilitators will never record or take photographic images of classes without express permission and opt in from the parents/carers in attendance.
- Where recordings or photographic images are taken (with permission), parents/carers will be fully informed of the intended use of those images.
- It is not permitted for parents/carers to record or take screen shots/photographic images of the classes.
- Anyone seen to be directing a camera towards the screen will be moved to the waiting room immediately and may not be allowed to return to the course.
- All parents/carers will be informed of the platform to be used and the dates and times of sessions.
- If guest Leaders/Facilitators are joining the sessions, parents/carers will be advised in advance.
- All guest Leaders/Facilitators will be carefully vetted before being allowed to join.

Receiving a disclosure through digital/online media

We recognise that at times, parents/carers might disclose information to Leaders/Facilitators via texts, calls or digitally.

If a Leader/Facilitator receives a worrying message that they think may indicate that the person communicating with them, or the child in the care of that person, is at immediate risk during or outside of work hours, they should:

- Immediately refer it for action to the DSL, ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone.



The DSL will follow the procedure below. If the staff member cannot get the DSL, they should also follow this procedure.

- Check with the person – What is happening? Where are you? The staff member should not attempt to solve the problem.
- Contact the person's next of kin, or – if applicable – the social worker/key worker associated with that person or their child.
- If there is no response, or no NOK details have been provided: 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.

Sharing Images or Recordings

When Little Hurrahs shares images or recordings which feature children we will take the following steps;

- Share the final edits with the parents/carers and gain permission to share before distributing.
- Not use a child's surname in photography or video content.
- Gain prior parental/guardian consent for a child to be photographed and/or videoed.
- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Only share content through Little Hurrahs official accounts.
- If, for whatever reason, a parent/carer or young person are not happy with the use of content, then Little Hurrahs will not share the content.

Parents/carers are entitled to request the removal and deletion of any images or recordings showing their child – even though permission has previously been given. Please contact Jo Emmerson with a link/screen shot of the image to be removed.

Guidelines for Live Video Chat (Zoom)

Parents/Carers participating in Little Hurrahs online classes/digital communications must follow these guidelines at all times:

- Never share links or log in details for Zoom classes with anyone else.
- Never use your full name in class, first names are fine.
- Ensure your screen name in Zoom matches the name you registered with, and that your child's first name is included (eg. Jo & Ollie).
- Make sure other people in your household know you are on a live video chat and ask that they behave and dress appropriately if they appear on camera/audio.
- Wear appropriate clothing, even on parts of you that you think won't be seen.
- Ensure your child(ren) are fully dressed when on camera.
- Cameras must remain on throughout the class.
- If parents/carers need to change nappies/feed children during the class, please point cameras to the ceiling or floor temporarily.
- Use the chat function to contact a Leader/Facilitator directly if you feel worried about anything.

WhatsApp Groups



Bringing Joy To Parenting

These groups are set up to allow parents/carers to continue to practice, share tips and form friendships outside of the classes. Membership of the relevant group is only permitted if the following rules are followed. Failure to follow the rules will result in removal and blocking from the group.

- Do not give your full name, your child's full name or your address in the group.
- Do not allow anyone else to access your whatsapp account and post on your behalf in the group.
- Do not share images/recordings with others outside of the group.

Parent/Carer Code of Conduct in all digital communication withing Little Hurrahs groups and classes.

These guidelines apply to all interactions between parents/carers within classes, WhatsApp groups, Zoom classes, Facebook groups and all other online forums.

- Keep yourself and others safe.
- Your Leader/Facilitator will never ask you to share something that feels too personal, complicated or sad.
- Please do not ask personal questions of other members of the group.
- If a subject is raised which you find difficult or upsetting, please message the Leader and feel free to mute the session until the Leader/Facilitator indicates that they have moved the subject on.
- If you are worried or concerned about anything please contact your Little Hurrahs Leader/Facilitator; they will listen and direct you to the right support.
- You will not bully, intimidate, or harass any user.
- You will not upload viruses or other malicious code.
- You will not solicit login information or access an account belonging to someone else.
- You will not post content that: is hate speech, threatening or pornographic; incites violence; or contains nudity or graphic or gratuitous violence.
- You will not post unauthorised commercial communications. (please check with Jo if you wish to share information about other companies/services in these groups and classes).
- We respect other people's rights and expect you to do the same.
- You will not post content or take any action that infringes or violates someone else's rights or otherwise violates the law.
- If you are not happy with how a parent/carer or Leader/Facilitator is communicating with you online, please let us know immediately by emailing or calling Jo Emmerson.

Guidelines for Little Hurrahs Leaders/Facilitators working digitally.

When communicating via digital platforms, Leaders/Facilitators will use official accounts and ensure that the personal numbers of parents/carers are not shared.

When using video/call platforms with groups of children and their parents/carers, the following protocols should be followed:

- All platforms should be risk assessed in advance and those deemed appropriate for use should include mitigating measures.
- Risk assessments should be shared with all Leaders/Facilitators who will be hosting sessions.
- Leaders/Facilitators should use highest available security settings and facilities of the selected platform to minimise the risk of third parties gaining access to sessions.



Bringing Joy To Parenting

- Leaders/Facilitators should be in a neutral area where nothing personal or inappropriate can be seen or heard in the background.
- Leaders/Facilitators need to be present before children and their parents/carers are invited to join an online meeting.
- In situations where one to one support takes place between a parent/carer and a Leader/facilitator, the meeting must be recorded. Recordings will only be shared with the participating parent/carer (unless the Leader/Facilitator feels that there is a safeguarding issue, in which case the video may be shared with appropriate bodies).
- All meetings that are recorded require all participants' consent, regardless of their age, prior to the recording taking place. Leaders/Facilitators must be specific about the reason for the recording and the way the recording will be used.

Little Hurrahs Contact

Jo Emmerson is the Owner and Lead Facilitator of Little Hurrahs and will be available during all classes, courses and workshops and from 9am-5pm weekdays (Immediate response not guaranteed).

Email: jo@littlehurrahs.co.uk

Mobile: 07938930369.

Current organisational accounts are as follows:

Twitter: <https://twitter.com/LittleHurrahs>

Facebook: <https://www.facebook.com/LittleHurrahs>

Instagram: <https://www.instagram.com/littlehurrahs/>

Zoom Name: Jo Emmerson