

## Online Safety Policy

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### 1. Purpose of this Policy

Soundabout provides both interactive musical activity and training opportunities to others based on our innovative techniques working with people with learning disabilities.

Soundabout works across a wide range of settings and across all age groups. As of March 2020, Soundabout has been delivering music-making sessions and training online, this policy document is to help underpin that work.

This purpose of this policy is to:

- Ensure that all people accessing Soundabout online can do so safely in any format
- Share this information with our paid staff, volunteers and users so that everyone is aware of our approach
- Ensure that as an organisation, we operate in line with our values and within the law in terms of how we use the internet and any electronic means to deliver our services to people with disabilities

The policy will be reviewed every three years or sooner if required.

## **2. Whom is this Policy For?**

This document is for all paid staff, freelance, volunteers (including trustees) and anyone who accesses our services online including parents, carers, training delegates and people with learning disabilities of all ages.

## **3. Scope of the policy**

We believe that:

- People with a learning disability should never experience abuse of any kind
- People with a learning disability should be able to access resources online for education and personal development, but appropriate safeguards need to be in place to ensure they are kept safe at all times

We recognise that:

- The online world provides everyone with many opportunities, however, it can also present risks and challenges
- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- All people with a learning disability regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse

## **4. Keeping people safe**

We will keep people safe by:

- Having a 'Delivering Online' working document that we develop and refine over time that sets out practical guidance for staff and volunteers on our approach to delivering work online
- Having a practical guide to online safety (incorporated to this policy) for all people accessing Soundabout virtually, this will provide a 'snapshot' of our approach with reference to key policies or external resources for more information, it will be produced in an accessible format
- Sharing ideas and considerations with all people accessing our services online to promote safe access and good practice
- Linking our existing safeguarding procedures to our online work, so that everyone knows how to raise any concerns
- Reviewing and updating any online security systems as necessary, examining and risk assessing any social media platforms and new technologies before they are used within Soundabout
- Ensure that personal information related to people with a learning disability and their parents/carers, staff, freelance, volunteers, and our charity supporters is held securely and in accordance with our GDPR and Data Protection Policy
- Ensuring that images of people with learning disabilities, parents and carers are used only after their written permission has been obtained, and only for the purpose for which consent has been given

- Endeavour to provide further support and training/signposting for staff and volunteers about safety online when appropriate or if requested

## 5. In case of online safeguarding incident

If an online safeguarding incident occurs, we will respond to it by:

- Engaging our usual incident reporting and follow up procedures for any safeguarding related incidents that occur
- Referring to our Policy documents (see below) for any detailed information and/or further instruction
- Ensuring that we always act on any incident report and that this is logged in accordance to our Privacy and Data Policy
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Please see section 8 – Related Policies and Procedures.

The Designated Safeguarding Lead (DSL) is Rebecca Thomas, Family Support Co-ordinator

Email: [rebeccathomas@soundabout.org.uk](mailto:rebeccathomas@soundabout.org.uk)

## 6. Guidance for parents and carers

To deliver music and training we use different platforms to run our interactive sessions which include YouTube, Facebook Live, Microsoft Office Teams and Zoom. Parents and Carers are requested to support their young people at all times whilst attending an online session.

### 6.1 YouTube & Facebook Live Music Making Sessions

We broadcast music making live on YouTube and Facebook, during these sessions people watching can interact with our practitioner through messaging. You can see the practitioner but they can't see you – they only know you are there if you choose to message them through text.

Please be aware that these are public sessions so anyone can join in and anyone can see the comments you are making, or photos that you post. It is all parents and carers' responsibility to ensure that you are comfortable sharing the person with disability's name or any information about the person you are supporting in this format. There are great benefits to being able to use names during our sessions, but we know that this is not always appropriate for everyone.

After a YouTube session, the comments will be hidden and will not be viewable on our channel.

### 6.2 'Zoom' Sessions

Some of our project work is delivered to families or groups in their homes via the platform 'Zoom'. We want to make sure that families understand the measures we have put in place to keep everyone safe.

All Practitioners/Soundabout are asked to:

- use a unique ID for each session they arrange
- use a password for each session
- Enable the 'waiting room' feature so that they can manage who is admitted to the session

- Use the 'lockdown' feature which prevents anyone else joining once everyone who is expected has arrived.
- Make sure 'join before host' is not enabled so that no one can enter the meeting without the practitioner's permission.

These online sessions will not be recorded by the practitioners unless specific consent is asked for and given from the parents/carers. If families are joining a group session and do not consent to be recorded, families should turn off their camera while the filming is taking place.

N.B. Zoom group sessions will follow the same format as above but all the families joining us will be able to see each other. If families prefer not to be seen, they can choose to switch off your 'video share' feature so everyone else will just see a blank screen.

### 6.3 Microsoft Office 'Teams' Sessions

There may be some meetings or music making that is carried out on Microsoft Office 'Teams'. Teams has both a 'call' only function and a 'video call' function. Teams may be especially useful for connecting with organisations such as schools that strictly do not use other platforms as it has end-to-end encryption.

As above, these online sessions will never be recorded by the practitioners unless specific consent is asked for and given from the parents/carers.

### 6.4 General Guidance

There are lots of organisations that have excellent general advice on how to stay safe online. These are just a small selection:

<https://www.saferinternet.org.uk/>

<https://www.net-aware.org.uk/>

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

## 7. Consent

We ask any participant attending the Inclusive Choir Sessions to sign a specific Choir consent form.

We also have specific consent built into any bookable session that is on Enthuse.

If families are taking part in any of these sessions, it is their responsibility to ensure that they have read the appropriate consent documents and opted for their preferences.

This policy will be reviewed every three years or sooner if required.

## 8. Related Policies and Procedures

This policy statement should be read alongside our organisational policies and procedures, including:

- Safeguarding Children and Adults at Risk Policy
- Privacy Policy
- Lone Working Policy
- Volunteering Policy
- Photo, Audio, Video Policy
- Code of Conduct
- Anti-harassment and bullying Policy
- Social Media

## 9. Contact Details

Designated Safeguarding Lead: Rebecca Thomas, Family Support Co-ordinator

Email: [rebeccathomas@soundabout.org.uk](mailto:rebeccathomas@soundabout.org.uk)

Deputy Designated Safeguarding Lead: Holly Radford-James, CEO

Email: [holly.radford-james@soundabout.org.uk](mailto:holly.radford-james@soundabout.org.uk)

Designated Trustee for Safeguarding: Ceri Thomson

Email: [cerithomson@soundabout.org.uk](mailto:cerithomson@soundabout.org.uk)

Soundabout also has a webpage dedicated to Safeguarding:

<https://www.soundabout.org.uk/about/values/safeguarding/>

## Review

	Date	Completed by
First Written	11/05/2020	Jo Colton
Updated	01/03/2021	Philippa Higginbottom
Agreed		Adam Ockelford
Next review date	May 2023	Maryse Degbegni (combined online safety and 'Approach on how to stay safe online guidance', updated policy according to NSPCC online safety policy, added social media policy under 'Related policies and procedures', removed 'Having a practical guide to online safety for all people accessing Soundabout virtually, this will provide a 'snapshot' of our approach with reference to key policies or external resources for more information, it will be produced in an accessible format, updated contact details)
Trustee Approval	July 2023	Ceri Thomson
Next review date	April 2026	

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