

Statement

This policy aligns with the Citizens Theatre's Safeguarding Policy, procedures and standards and should be read alongside it. It applies to everyone involved in Citizens Theatre activities including all staff, volunteers, children, young people, and adults at risk. The Citizens Theatre has a duty of care to safeguard all children, young people and adults with whom we work. Our safeguarding policies are designed to protect those more at risk who may have difficulty and/or may need assistance protecting themselves from significant harm or exploitation.

The purpose of this statement is to:

- ensure the safety and wellbeing of children, young people and adults at risk is paramount when using the internet, social media or mobile devices.
- provide staff and participants with the overarching principles that guide our approach to online safety.

We believe that:

- children, young people and adults at risk should never experience abuse of any kind.
- children, young people and adults at risk should be able to use the internet for learning and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:

- the online world provides multiple learning opportunities; however, it can also present risks and challenges.
- we have a responsibility to help keep children, young people and adults at risk involved in our organisation safe online.
- working in partnership with children, young people, adults at risk, their care-givers 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.

We will seek to keep children, young people and adults at risk safe by:

- creating an online safeguarding policy
- providing clear and specific directions as to how staff should behave online
- supporting and encouraging children, young people and adults at risk involved in our organisation to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others.
- supporting and encouraging care-givers to do what they can to keep their children, young people and adults at risk safe online.
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child, young person or adult at risk.
- ensuring that user-names, logins, email accounts and passwords are used effectively.
- ensuring personal information about the adults and children, young people and adults at risk who are involved in our organisation is held securely and shared only as appropriate in line with our data protection and privacy policies.
- ensuring that images of children, young people, adults at risk and care-givers are used only after their permission has been obtained, and only for the purpose for which consent has been given.

- providing support and training for staff about online safety

If online abuse occurs, we will respond to it by:

- having clear and robust procedures in place for responding to abuse (including online abuse).
- providing support and training for all staff and volunteers on dealing with all forms of abuse.
- reviewing this policy and procedures annually.

Online Safeguarding Policy (Staff)

- Citizens Theatre staff should only use Citizens Theatre email addresses, official social media channels and licenced video conferencing platforms that have been authorised for staff use. It is not permissible to use other platforms without prior discussion and agreement with Senior Management.
- Citizens Theatre staff will only communicate with participants using their work email address and to the agreed 'principal email address' which has been previously agreed with the participant or parent/carer.
- Under no circumstances should Citizens Theatre staff or participants' personal contact details be shared.
- Private chat or sharing of images between participants and Citizens Theatre staff is unacceptable.
- Citizens Theatre staff will not engage in online discussions on personal matters and maintain professional boundaries at all times.
- Citizens Theatre staff must use the online profile/platform recommended for classes or events only and not for any other social interactions.
- Citizens Theatre staff must keep their professional profile separate from any personal profiles. They must not share any personal information about themselves.
- Citizens Theatre staff should present themselves professionally at all times.
- A suitable learning environment should be created in a safe working space, appropriate for online learning and Citizens Theatre staff should limit any distracting activity in their room where possible.
- Citizens Theatre staff should adopt the same principles of their health and safety training at home and should confirm that participants have enough space for the activity they are doing.
- For participants aged 12 and under their parent/carer should be the 'principal email address' and support the set-up of online lessons before and during delivery taking place. The parent/carer should confirm that they are present and are happy for the class/event to proceed.
- Once the class/event is set-up and running, the parent should remain close by and on hand to be called back to speak to the staff member if required.
- At the end of the session the Citizens Theatre staff member will make participants aware that the class/event is coming to a close and for participants 12 and under, a parent/carer should be informed before sign off.

- Citizens Theatre staff must report any concerns to the Executive Director. If the matter is in relation to a suspected Child Protection issue, the staff member should report online safety incidents in the same way as any safeguarding incident and report in accordance with the Citizens Theatre Safeguarding Policy and procedures.

Online Safeguarding Policy (participants and parents/carers)

- Students and parents/carers are assured that safeguarding carries the same importance during online sessions as it does in face to face classes and that all aspects of the Citizens Theatre's Safeguarding Policy applies.
- The Citizens Theatre's official social media channels can be used for broadcast purposes only (ie Facebook Live or YouTube).
- Citizens Theatre staff and participants must only engage in 'live' group sessions using a licenced video conferencing platform that has been authorised for use.
- Links for any live events will be sent to the principal email address agreed with the participant or parent/carer in advance. The link, meeting ID or password should not be passed on to anyone else.
- Citizens Theatre staff will only undertake communications with participants from their Citizens Theatre email address to the principal email address that has been agreed with the participant or parent/carer in advance.
- For participants 12 years or under, their parent/carer should be the principal email address and support with the set-up of online sessions before and during delivery taking place.
- The parent/carer should confirm that they are present and are happy for the session to proceed.
- Once the session is set-up and running, the parent/carer should remain close by and on hand to be called back to speak to Citizens Theatre staff if required. It is the responsibility of the parent/carer to ensure this is in place.
- Participants are required to be dressed appropriately for online remote learning. Attire which would ordinarily be worn when attending Citizens Theatre classes and workshops is required. Any attire which does not meet this expectation is not acceptable and sessions should be stopped immediately and reported to the relevant line manager.
- A suitable learning environment should be created which is appropriate for online learning. Participants and parents/carers should ensure that nothing personal or inappropriate can be seen or heard in the background.
- At the beginning of the first session, Citizens Theatre staff will emphasise to participants and parents/carers that the online platform is to be used for the session only and not for other contact (ie sharing photos or general messaging).
- At the end of the session, Citizens Theatre staff will make the participant aware that the session is coming to a close and will 'sign off' with the parent/carer for all participants under 12 before closing the session.
- Participants and parents/carers must report any issues as soon as possible to the Citizens Theatre staff member leading the session. If the issue is in relation to that staff member, issues should be

reported to the Executive Director of the Citizens Theatre whose details will be provided on consent forms as part of the registration process.

Recordings

If a recording is going to be made of a 'live' session, participants should be informed at the start of the session, and they have the right to object. For anyone under 12, their parent/carer has the right to object on behalf of the child. If an objection is noted, the session will not be recorded.

Health and Safety

Participants should:

- ensure the area they are working in is safe and clear of obstructions.
- take breaks from screens - at least 5-10 minutes every hour
- keep hydrated by drinking water regularly
- ensure the lighting in the room is suitable for the activity
- if possible, use a space that has a window that opens for ventilation
- try to keep the temperature at a comfortable level but if you feel tired or too hot take a break.
- if sitting at a computer for several hours try to ensure a good workstation setup.

Working online may be more tiring or stressful for some people so rest breaks and moving regularly is recommended.