



Face Front Inclusive Theatre

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Digital and online policy

This policy should be read alongside **Face Front Inclusive Theatre's** policies and procedures on child protection, vulnerable adults and safeguarding. More information about safeguarding and child protection can be found at learning.nspcc.org.uk/key-topics/safeguarding-and-child-protection.

The purpose of this policy statement

Face Front Inclusive Theatre (FFIT) works with children, young people and vulnerable adults as part of its activities. These include:

Act the Part community programmes, training, touring, meetings, steering groups, projects and any other work and activities delivered by FFIT.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of **children, young people and vulnerable adults** is paramount when adults, **children, young people and vulnerable adults** are using the internet, our online classes, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

The policy statement applies to all staff, artists, freelancers, consultants, volunteers, children, young people, participants, vulnerable adults and anyone involved in **Face Front Inclusive Theatre's** activities.

Policy

Most participants will use a mobile phone and computers. They are a source of fun, entertainment, communication and education. However, we know that some women, men, and young people will use these technologies to harm children. The harm might range from sending hurtful or abusive texts and emails, to enticing children to engage in sexually harmful conversations, webcam photography or face to face meetings.

If **Face Front Inclusive Theatre (FFIT)** encounters a case of cyber-bullying by children and/or vulnerable adults, parents/guardians of both parties will be informed. It will be treated as seriously as any other type of bullying.

Inclusion Through Theatre

Patrons: Mat Fraser | Josette Bushell-Mingo OBE | Rachel Denning | Doris Jagge
Aditya Chakrabortty | Onjali Rauf MBE | Joseph Adelakun | Jamie Beddard

Face Front Inclusive Theatre is a company limited by guarantee.
Registered in England and Wales No.05154096. Registered Charity No.1116506.



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Communication via Telephone

Face Front Inclusive Theatre has an office landline and mobile phone which can be used by staff to make contact with participants. All mobile phones used to contact participants are to be PIN locked so that data is not accessible by others.

Communication via Email

Staff may be required to email young peoples' personal email addresses. Only staff with a Face Front email should be doing this. 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.

Communication via Social Media

Social media applications that staff may use include Whatsapp, X, Facebook and Instagram. Contact with participants through such forums should only take place through Face Front's organisational accounts. Individual staff will not follow participants accounts and may only invite participants to follow **Face Front Inclusive Theatre** accounts.

Face Front Inclusive Theatre will only follow participant accounts from the **Face Front Inclusive Theatre** account. And then only following the following guidelines.

- The account may be examined by any of the trustees and should be used for participant /work related purposes only and not as a worker's personal account.
- Any communication using these social media accounts should be kept public or kept logged. Messages should be saved and kept (both incoming and outgoing) and instant chat must not be used at any time to communicate with participants.
- All contact with participants using social media should be kept appropriate. Staff may not use abbreviations/language that could be misunderstood by a parent or guardian (e.g. LOL and emojis).

It is recommended that staff do not use a Face Front social media account after 9pm in order to maintain a safe boundary between work and personal life.

If a **Face Front Inclusive Theatre** staff member receives content from a participant which they believe is inappropriate, they will not forward the content or delete it but immediately contact the Designated Safeguarding Leader (DSL) to report the content. The DSL will follow the safeguarding incident procedure of **Face Front Inclusive Theatre** (see main safeguarding policy).

Current organisational accounts are as follows:

Application	Account Domain	Account Moderator
X	@FaceFrontUK	Chi-Lin Nim
LinkedIn	@facefronttheatre	Chi-Lin Nim
Instagram	@facefronttheatre	Chi-Lin Nim
Facebook	@Face-Front-Inclusive-Theatre	Chi-Lin Nim
Tiktok	@facefronttheatre	Chi-Lin Nim
Youtube	@facefronttheatre	Chi-Lin Nim

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Communication via Digital Platforms

When communicating with participants via digital platforms **FFIT** staff will use Face Front accounts and phones and ensure that the personal numbers of young people and freelancers are not shared.

Face Front Inclusive Theatre staff and volunteers will be the only adults present in **FFIT's** digital sessions unless a young person requires access support on their end or that adult is a participant.

Online Sessions

All parents of participants under 18 years old will be informed of the platforms to be used and the dates and times of online sessions and the adults who will be in these platforms.

Face Front Inclusive Theatre sets clear rules of engagement for working on digital platforms that all participants have received prior to attending an online session.

Staff will have a checklist they need to go over every time before a session to make sure they are ready to start the session. (For example – make sure everything in shot of the camera is appropriate, close down all other windows on the computer that aren't necessary for the session). Staff will also remind participants that this is not a private space and whatever they share online will be seen by the group.

Any participant who breaks the above rules will be removed from the platform by **Face Front**

Receiving a disclosure online or via a 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 participant communicating with them is at immediate risk during or outside of work hours, they should immediately refer it for action to the Designated Safeguarding Lead (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 hold of the DSL, or a more senior member of staff, they should also follow this procedure.

- Check with the participant – What is happening? Are you ok? The staff member should not attempt to solve the problem.
- Contact the Participant's parent/guardian, or – if applicable – the social worker/key worker associated with the participant. 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.

Sharing work created online

When **Face Front Inclusive Theatre** share work created online will take the following steps;

- Not use a participant's surname in photography or video content without consent.

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- Gain the appropriate consent for the participant to be photographed and videoed
- Only use images of participants in suitable clothing to reduce the risk of inappropriate use.
- Only share content through **FFIT's** official accounts.

If, for whatever reason, a parent/carer or participant is not happy with the use of content, then **FFIT** will not share the content.

Guidelines for Face Front Inclusive Theatre participants working digitally

Sometimes we might work digitally to connect, create work and support each other. To do this, we are going to use digital platforms. When using these platforms, it is important to protect you and your families and follow our online code of conduct.

Live Video Chat

- Never use your full name, first names will do.
- Make sure people you are living with know you are on a live video chat. Don't include them in the chat unless they have registered for the session or it is a family session.
- Wear appropriate clothing, even on parts of you that you think won't be seen
- Remember it's easy to misinterpret things online – be clear and ask questions if needed
- Refer to a group leader directly if you feel worried about anything
- Do not record or take photos of anything without the others consent.

Submitting Videos

- Don't use your full name
- Don't film things that might reveal your exact address, community group, school, college or somewhere you go regularly (e.g. a sports club or activity)
- Don't film anyone else under the age of 18 unless they are also registered and we have parental consent
- Wear appropriate clothing
- Keep yourself safe - don't share something that feels too personal, complicated or sad.
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If you are worried or concerned about anything online or personal during this period please contact **FFIT** staff; they will listen and find you to the right support.

FFIT phone numbers and emails

DSL	DDSL
Ray Downing Office Landline 020 8350 3461 Mobile 07812 168412 Email - ray@facefront.org	Jacqui Livingston Office Landline 020 8350 3461 Email - jacqui@facefront.org

Code of conduct participants – for online session

We will do our best to keep the Zoom group safe, but we cannot guarantee it. We need your help to keep the group safe, which includes the following commitments by you:

- 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.

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- 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 (such as spam).
- You will not engage in unlawful multi-level marketing, such as a pyramid scheme.

Registration

We ask that you set your display name to be your first name and initial of your last name (e.g. John S).

We will remove you from the session if you have broken this code of conduct.

We will encourage parents and guardians to also have access to the group and they will be aware that the group exists. The code of conduct also applies to them.

Protecting other people's rights

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 user is communicating with you on Zoom, please let us know immediately by emailing us at ray@facefront.org

LAST REVIEWED

July 2026

REVIEW

January 2027

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