

Digital Safeguarding Policy

This Digital Safeguarding Policy addresses the risks to young people online and this ensures that we are keeping the people we work with safe from harm.

Little Lost Robot CIC Designated Digital Monitor:
Juliet Webb - 07365 519 479

Our commitment to Digital Safeguarding

Little Lost Robot CIC considers that, without exception, it is unacceptable for any person, of any age, to experience any kind of abuse or exploitation and that safeguarding children, young people and vulnerable adults and protecting them from harm is everyone's responsibility.

We are committed to:

Providing and invigilating safe spaces for children and young people to access appropriately both online and in real life.

Upholding a culture of respect; offensive or abusive language or behaviour is not tolerated. Anyone engaging in these behaviours will be ejected and banned from accessing our events and spaces.

Ensuring all content we make or present is appropriate, safe, respectful and accessible.

Providing our Representatives, Visitors and young people with information, advice and procedures on using digital platforms and social media and staying safe online;

Taking appropriate steps to safeguard young people online, including children and those adults deemed at risk;

Developing and reviewing our policy and protocols regularly.

This principle and these commitments should be upheld whatever the variation in cultural and legal frameworks of the jurisdictions in which we operate and we expect every person and organisation we engage with to commit to and adopt this principle and these commitments as their own.

Who does this policy protect?

While everyone, without exception, has the right to protection from abuse, regardless of factors such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief or sex or sexual orientation, the focus of this policy is to protect children, young people and vulnerable adults from harm. These categories are not mutually exclusive.

Children

We have adopted the definition provided by the UN Convention on the Rights of the Child that a Child is anyone under 18 years of age, irrespective of the laws and customs in their country of residence.

All children who attend our maker spaces, events and workshops, both online or in real life, must be accompanied by a parent/guardian. We do occasionally deliver work in schools, but these resources are specifically for schools to use with their children and are delivered in partnership with the school in accordance with their own safeguarding policy.

Young People

Little Lost Robot works with young people aged 18 - 35 years of age. Young people are considered to be any individuals who are within this age range.

Vulnerable Adult (or Adult at Risk)

An adult is vulnerable if they require protection and is, or may be, in need of protection by reason of age, illness, mental or other disability, and/or who lives with economic dependence, a conflict environment or cultural constraints.

We recognise that vulnerability can be a transient state, due to changes in environment, capacity or resources. Therefore we recognise that a person who was not before, may become vulnerable, that it is possible for vulnerability to be just temporary state, or be more pervasive.

Little Lost Robot Representatives

Includes staff members, artists, resident artists, fabricators, volunteers and interns.

Visitors

Those who visit events and spaces online or in real life, delivered by Little Lost Robot CIC.

Digital Risk

Little Lost Robot CIC aims, at all times, to minimise the risk of a Digital Safeguarding incident occurring as a result of its engagement with children, young people and vulnerable adults.

There are a number of key forms of Digital Risk:

Conduct

Conduct risks include the behaviour of the aggressor (i.e. bullying/harassment) and the behaviour of the victim (sharing personal information);

Content

Content risks include exposure to age or culturally inappropriate content and unreliable information.

Contact

Contact risk occurs when the digital and physical worlds are drawn together, with bullying/trolling and online grooming the most obvious examples that could lead to physical contact.

Commercialism

Commercialism risks include hidden costs, for example in apps, 'phishing' or other methods of identity theft.

What might constitute a digital safeguarding incident?

Safeguarding incidents include concerns or allegations about an individual child, young person or vulnerable adult and can be against Little Lost Robot Representatives or Visitors. They could, for example, include the following situations:

Bullying/trolling by peers and people they consider 'friends';

Threats of harm;

Posting personal information that can identify and locate a child, young person or vulnerable adult offline;

Sexual grooming, luring, exploitation and abuse contact with strangers;

Harassment or impersonation of any kind;

Exposure to inappropriate content, including indecent images / sexual content, profanity, spam, advertising, URLs that lead to material not authorised/endorsed by Little Lost Robot etc;

Involvement in making or distributing illegal or inappropriate content;

Theft of personal information;

Exposure to information and interaction with others who encourage self-harm/suicide;

Exposure to racist or hate material;

Encouragement of violent behaviour and the recording of an assault for the purpose of widely sharing the recording;

Promoting violence and acts of terrorism;

Glorifying activities such as drug taking or excessive drinking;

Physical harm to people in making video content, such as enacting and imitating stunts and risk-taking activities;

Leaving and running away from home as a result of contacts made online;

Defamation and/or breach of copyright.

Where might digital safeguarding incidents take place?

A Digital Safeguarding Incident can occur anywhere across an organisation's digital footprint.

A digital footprint is a unique set of digital activities, actions, and communications that can identify an organisation online.

A digital footprint of an organisation, such as Little Lost Robot, can be extremely broad and - because it comprises everything the organisation has said and everything others have said about the organisation - not all of a digital footprint is under the control/influence of the organisation itself. A digital footprint can include, but it not limited to, content that can be found via:

Organic search (through a search engine, such as Google, or a social media platform);

Directories, event platforms and review sites;

Social media/social sharing;

Influencers & affiliates;

Blogs;

Marketplaces;

Brand Partnerships;

PR.

In addition to the 'official' digital footprint of an organisation – that is, content created at the direction, or with the endorsement of the organisation, there exists significant potential for a large 'unofficial' digital footprint to exist. This 'unofficial' footprint includes genuine user-generated content (such as reviews or posts in networking group) and illegitimate content. Unofficial content, in whatever form, poses significant Digital Safeguarding risks.

The greatest Digital Safeguarding risk is posed by social media. Social media refers to digital platforms that provide such services as blogs, discussion forums and instant messaging. Social media includes, but is not limited to:

Social networking sites e.g. Facebook

Micro-blogging services e.g. Twitter

Video-sharing services e.g. YouTube

Photo-sharing services e.g. Instagram

Social media platforms often incorporate more than one of the features listed alongside their primary services.

Examples of popular social media sites include, but are not limited to: LinkedIn, Twitter, Facebook, YouTube, Instagram, Snapchat, Flickr, TikTok, Yammer, Yahoo/MSN messenger, Wikis and blogs, Weibo, WeChat and WhatsApp.

Digital Monitoring

While we do not actively moderate user content, we will monitor our digital footprint and will report or remove any user content which could be deemed a digital risk.

Our digital footprint is monitored by a designated Little Lost Robot Digital Monitor, on a regular basis. The Digital Monitor will seek advice from the Little Lost Robot Safeguarding Lead where Safeguarding concerns arise.

The Digital Monitor will have the authority to:

remove ANY content of any nature that is deemed inappropriate;

report the user and the content to the relevant digital / social media channel;

escalate to relevant authorities (including law enforcement authorities), if appropriate.

The Digital Monitor will act without waiting for a second opinion from anyone, if they feel the situation merits such action. Little Lost Robot CIC's policy in this regard is to act first to remove/report inappropriate content.

Data Protection

Little Lost Robot CIC's Privacy Policy outlines how we protect the privacy of others and adhere to data protection laws in relation to any personally identifiable information (PII) that is collected, stored, used, or shared.

We recognise that additional measures may, from time to time, need to be taken with regard to Data Protection in a Safeguarding context.

We do not permit anyone to take pictures of visitors without express permission from themselves or parent / guardian.

We do not share images of anyone without express permission from themselves or parent / guardian.

Guidelines for online conduct are provided to all Little Lost Robot Representatives and Visitors via our Safeguarding Handbook.

Informed Consent

We will only publish stories and images, still or moving, where it is satisfied that informed written consent has been received, from the adult featured or the person's parent/guardian as appropriate.

We will ensure individuals can see how content featuring them is being used and shared, disclose any potential risks, and ensure individuals are aware of their rights so that informed consent can be given.

Third parties supplying content to Little Lost Robot CIC will be required to demonstrate that they have acquired written consent from those featured.

Where a project has a focus on younger children, careful consideration will be given to the most appropriate format to publish online.

Little Lost Robot CIC does not encourage children to use social media platforms.

Trust

Trusted Content

Little Lost Robot generates its own content and all rights and permissions are sought prior to sharing any content publicly.

Where we agree to share content that does not originate from Little Lost Robot we seek confirmation that third party content does not mislead viewers, is factually accurate, and does not seek to control the conversation.

Due diligence will be carried out to ensure that content shared is truthful.

Content will not click through to unexpected destinations and will only link out to trusted and relevant third parties.

Please refer to our Terms and Conditions to understand our general approach to user content and to access the code of conduct that we expect all users of our digital footprint to abide by.

Trusted Communications

When working with children, young people and vulnerable adults connected with Little Lost Robot CIC, only official communication channels will be used.

Little Lost Robot CIC Representatives and Visitors should only use official email, social media accounts and networking groups. If a Representative or Visitor cannot use an official account themselves, they must seek support from someone that can.

Personal email, social networking accounts, private networking groups or other means of unofficial communication are an inappropriate communication method.

Messages for children should be passed through parents and guardians, or through their school, with their parents/guardians informed. Messages should never be passed directly to children.

Official Little Lost Robot CIC Communication Channels

Our domain is "lostrobot.org". All official emails will originate from this domain. This means that every official Little Lost Robot CIC email account will contain a person's name, followed by @lostrobot.org. No other domain will be used.

Little Losty Robot CIC's official social media presence includes:

Twitter

- o <https://twitter.com/studiolostrobot>

Instagram

- o <https://www.instagram.com/studiolostrobot>

Facebook

- o <https://www.facebook.com/studiolostrobot>

The Little Lost Robot CIC Digital Monitor must be part of a networking group in order for it to be considered an official networking group.

If you discover an email, social media account, or networking group, alleging to represent Future Leaders Network, but that is not listed in this policy, please get in touch.

Account Security

Our email service is provided by Google. Administrator access to this service, which is required to change our domain or to add new users, is available only to the Board of Directors.

The email addresses associated with our social media accounts will always use the “lostrobot.org” domain. Passwords for these accounts are held centrally by Senior Leadership Team.

The changing of usernames/handles, email addresses and passwords for these accounts is prohibited without the authorisation of the Directors.

Any new networking platform, networked group or social media account will only be created with the approval of the Directors.

This is to ensure that every account:

is consistent with the advice provided in this policy;

aligns with Little Lost Robot’s Communications Strategy;

aligns with Little Lost Robot’s Brand Strategy; and

aligns with Little Lost Robot’s branding guidelines.

Little Lost Robot CIC takes all breaches of security seriously, and will act to improve account security at every opportunity and will consider all disciplinary options available to it in response to a security breach. This includes anything from suspension of access, to termination of relationship with any Representative or Visitor found to be in breach of this Digital Safeguarding Policy.

If you consider a child or young person is at risk of immediate harm first call the police on 999 or the B&NES Emergency Duty Team on 01454 61 51 65

Then inform the Little Lost Robot CIC Designated Digital Monitor:
Juliet Webb - 07365 519 479

In the event you cannot contact the lead person above, please contact B&NES on 01225 39 61 11 or 01225 47 79 29 or 0300 247 0201 to discuss any safeguarding concern.

Dated 3 January 2024

Signed



Juliet Webb
Director Little Lost Robot CIC