



CCCC – Mobile Devices and Photography Policy

1. Purpose

The purpose of this policy is to explain how the Chichester Child Contact Centre (CCCC) work together with volunteers and users of the service to minimise the potential risk that digital technology poses.

2. Aim

This policy will assist the Coordinator, Team Leaders and volunteers to:

- Ensure that mobile phones are not used in the Contact Centre
- Ensure that video recording is not used in the Contact Centre
- Ensure the risk of images being posted on social media platforms is reduced
- Ensure that the contact sessions are meaningful, without the use of screens / gaming

3. Introduction

Technology is a valuable resource within daily life, but it is vital that the CCCC minimises any risk this may pose to affect the safety and quality of the contact sessions. Technology refers to mobile phones, gaming devices and tablets.

The use of technology devices is prohibited within the Contact Centre, with the exception for the brief need to take a photo(s), where consent has been obtained. Without consent, photos must NOT be taken of the child/children. Photos of any other children, adults, or families are never permitted.

An integral role of the CCCC is to promote positive parent-child relationships. It is therefore important that technology devices are not used during the session and instead families spend meaningful time together through other resources and toys provided within the Centre.

4. Responsibilities

All staff and volunteers must follow this policy.

Managers (Coordinator and Team Leaders) must also ensure:

- Staff and volunteers are aware of the contents of this policy
- A process is in place to ensure consent for photos, and any additional exceptions, are identified at pre-contact stage from the resident parent
- Daily briefing notes and registers highlight any family who is excluded from taking photos
- Any breach of policy is addressed, recorded and followed up
- An audit of compliance is taken to ensure this policy is followed
- The content of this policy is reviewed annually

5. Criteria for the use of mobile devices

Mobile phones and other mobile devices should only be used to:



- Take a photo of their child (if consent has been obtained)
- Make an urgent call, which must be taken in another room away from the main contact hall
- Act as an aid for communication due to additional needs, i.e. neurodiversity, disabilities, or additional language needs

Mobile phones and other mobile devices should not be used to:

- Access games during the contact session
- Access the video function to record while on the Contact Centre premises
- Phone anyone else while in the contact session unless a Team Leader has been informed
- Video call / FaceTime / Skype / WhatsApp call anyone
- Capture photos of children in an inappropriate way i.e. indecent images
- Take photos of other children or families within the contact session

Photos must only capture the child/non-resident parent in the photo ensuring no other child / person is in the image.

6. Consent

Consent for taking photos will be obtained from the resident parent / carer during the pre-contact meeting. This consent form will remain on the client file and stored by the Coordinator in line with General Data Protection Regulations (GDPR).

The Coordinator and Team Leader will share information around consent of photos with volunteers and Team Leaders. The information will also be documented on the centre register so volunteers are aware.

While consent may be given at the pre-contact session, the resident parent has the right to withdraw or reinstate this consent at any time by informing the Coordinator or Team Leader. There may also be further conditions that are attached to the consent, for example where these images can then be used/shared. Non-resident parents must be informed at their pre-contact session if there is consent for photos to be taken and if there are any conditions attached to it i.e. the photo is only allowed to be taken on the centre phone and sent after the session via email or text.

7. Centre mobile phone

The Centre has a mobile phone which is used during the session to enable the Coordinator / Team Leader to contact families, receive updates from families or receive new enquiries.

The mobile phone is accessible to the Coordinator and Team Leader only; a PIN number is in place to ensure it is compliant with GDPR. Phone calls are to be taken / made outside the contact hall in a quiet and confidential space, where possible.

There may be times when it is stipulated that photos must be taken on the Contact Centre phone only. These images will be sent via email or text to the non-resident parent by the Team Leader or Coordinator after the session.

8. Steps to be taken when policy is breached



All parents will be issued with a copy of the 'Chichester Child Contact Centre Ground Rules' which will need to be signed by both parents ahead of the first session. The rules state:

- Video recording is not permitted at any time in the centre
- Still photography of your child can only take place with the permission of the resident parent
- Any photography must not be uploaded or published to any social media website
- Mobile phones are not to be used while contact is taking place so that full attention is given to the children

There may be occasions where there has been a breach of policy where the Coordinator, Team Leader or volunteer needs to act, this may include:

Type of breach	Guidelines
Mobile phone is used to make a call in the contact hall	<ul style="list-style-type: none">• Non-resident parent is asked to end their call• Non-resident parent is reminded of the policy
Mobile phone is used to take a video during the contact session	<ul style="list-style-type: none">• The non-resident parent is asked to stop recording• The non-resident parent is asked to delete the footage• The resident parent is informed of the incident• The incident is logged on the client's file• Appropriate action is taken
Mobile phone is used to take an inappropriate photo of the child which is a safeguarding concern	<ul style="list-style-type: none">• The non-resident parent is asked to delete the image and made aware of how the incident will be escalated• The resident parent is informed of the incident• If appropriate a referral is made to the safeguarding board and NACCC• Appropriate action is taken
Mobile phone is being used to play a game	<ul style="list-style-type: none">• Non-resident parent is asked to end their game• Non-resident parent is reminded of the policy
Mobile phone is used to make a video call in the contact hall	<ul style="list-style-type: none">• Non-resident parent is asked to end their call• Resident parent is informed of the incident• Non-resident parent is reminded of the policy• Appropriate action is taken

Note: If there is a continued breach of policy the Coordinator has the right to end any further contact sessions.