

Community Sponsorship Scheme

Digital Media & Comms Policy

Social Media & Video Calls

Billions of people worldwide now access social media and networking services, across multiple platforms and devices.

Social media platforms, enabling the sharing of user-generated content, include Facebook, Twitter, Instagram, WhatsApp, Snapchat and many others.

Video calling services are also popular, such as Facetime, Google Duo, Skype, Zoom, Hangouts and Viber.

Refugee families are often reliant on these services for maintaining contact with family members. They are popular with children and young people too.

When using these services, clear boundaries need to be in place between you and family members:

- Never communicate directly with a child via social media;
- Use social media accounts created for the whole group rather than personal accounts;
- Never use social media to discuss personal or sensitive matters;
- Never disclose your home or work address or personal contact details;

E-Mail & Phone Calls

Groups are advised to provide the family with one mobile number for the group, answered on a rota basis during set days and times.

It is advisable for regular interpreters to be given a dedicated contact mobile, rather than using their personal contact numbers.

Where use of e-mail is agreed, groups are advised to create a single password-protected e-mail address for the group so that:

- E-mail correspondence is stored securely in one place
- Recent communications can be reviewed by others in the group
- Agreed actions can be shared and delegated

Phone calls, texts and e-mail contact should be strictly for the purposes of providing resettlement support rather than personal conversations, sharing of personal photos, videos or anything of a personal nature.

E-mail and mobile communication should not be used to send confidential or sensitive information.

Please notify the Lead Sponsor Safeguarding Lead if you become aware of any non-compliance with this policy.