



AOTOS Online Safety Policy

This policy should be read alongside the AOTOS Safeguarding Policy and the other policies referred to therein. More information about safeguarding, in particular regarding child protection, can be found at learning.nspcc.org.uk/key-topics/safeguarding-and-child-protection

The purpose of this policy

AOTOS works with adults, young people, vulnerable adults and children as part of its activities.

The purpose of this policy is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, 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

This Policy applies to all Persons in Contact (as defined in the Safeguarding Policy) including Trustees, staff, volunteers, members, children and young people and anyone involved in AOTOS Activities (as also defined in the Safeguarding Policy)

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England/Northern Ireland/Scotland/Wales.

Summaries of the key legislation and guidance are available on:

online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
bullying learning.nspcc.org.uk/child-abuse-and-neglect/bullying
child protection learning.nspcc.org.uk/child-protection-system

We believe that:

- children and young people should never experience abuse of any kind
- children should be able to use the internet for education 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 everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children and young or vulnerable adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young or vulnerable people safe online, whether or not they are using AOTOS network and devices

- all children and vulnerable adults, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, vulnerable adults, their parents, carers and other agencies is essential in promoting their welfare and in helping them to be responsible in their approach to online safety.

We will seek to keep children and young or vulnerable people safe by:

- appointing an online safety coordinator
- providing clear and specific directions to Trustees, staff, contractors and volunteers on how to behave online
- through our Code of Conduct
- supporting and encouraging the children and young or vulnerable people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children and young or vulnerable safe online
- developing an online safety agreement for use with children and young or vulnerable people and their parents/carers
- 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
- reviewing and updating the security of our information systems regularly
- ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for Trustees, staff, volunteers and members about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation

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

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse) - see our Safeguarding Policy
- providing support and training for all Trustees, staff, volunteers and members on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- ensuring our response takes the needs of the person experiencing alleged abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Social Media Guidelines

Twitter Guidelines

- Post a tweet approximately once/twice a day and preferably fresh tweets rather than re-tweets
- Use twitter lists to segment the timeline

Re-tweeting

- Re-tweeting is saying you endorse what the tweet is saying. It's best not to overdo re-tweets (perhaps at the very most 2 per day) and keep in mind the same guidelines for posting above.

Instagram

- Try to post an image 3-4 times a week
- Schedule the posts so that they happen at different times (i.e. not all on the same day)
- Generally speaking, do not comment on other peoples' posts or 'like' other photos.
- Try to keep the images a mixture of upcoming events (such as promo photos) and images from past events.

Facebook

- Post a message approximately three or four times a week
- Schedule the posts so that they happen at different times (i.e. not all on the same day)
- Members apply to the Administrator to be invited to join the Secret Members' Group
- Reference should be made to the Code of Conduct for the members' group which has been approved by the Trustees

What to Post:

Open/Public Facebook Page

- General items in the public domain of interest to the singing world but of a general, less 'content rich' nature ('open door' to AOTOS and what we do)
- Advertising our up-coming events
- News of our members or nationally known singing professionals (Awards/Prizes/Prizewinners/Deaths)
- Interesting quotes of famous singing teachers
- Cover all genres of singing
- Use photos and links where possible but check that permission has been granted (especially where minors are concerned)
- Pin posts so that important posts remain at the top of the message feed

Members Only Facebook Group

- Items of more serious content and a genuine 'perk' to members only
- Singing Teaching /Choral Conducting Jobs of interest to members
- Singing/Music related articles of interest to AOTOS members
- Reminders of upcoming events (national and local) – linking to the area of the AOTOS website
- Interesting quotes from famous singing teachers
- Ask questions or start a poll (eg what is your favourite sight singing book?)
- Cover all genres of singing
- Use photos and links where possible but check that permission has been granted (particularly in relation to minors)
- Pin posts so that important posts remain at the top of the message feed

What Not to Post:

- Private events/courses of individual members
- Private email/contact number of recommended teachers
- Any CPD event that clashes with AOTOS events (unless for members' students)
- Controversial posts that would or might result in damaging the name or reputation of AOTOS
- Opinions on a particular method of teaching that would give the impression that is the preferred "AOTOS" method
- Any photos where permission has not been granted

Before you post

- Try to use desktop computer where possible or take extra care with mobile devices
- Think about your audience – is the post relevant?
- Is the article I am linking to good quality and relevant? Check spelling and grammar – particularly names
- Be authentic & transparent
- Engage a response – e.g. ask a question etc
- Think before you post! Double check and if in doubt, check it first with someone else

Replying to questions

- If in doubt, check with a Trustee before answering: Janet Shell communications@aotos.org.uk
- Try to reply, but if you are in any doubt as to the response, be honest and say you don't know

Dealing with spam and profanity

- Unfortunately, as is usual on the internet, it is likely we will receive spam and offensive comments. On Twitter this usually comes from people following with offensive profile details or photos. In general, it is best to block or report spam. If in doubt please contact the webmaster. Never respond or click on a link that looks suspicious.

Dealing with posts that contravene our Code of Conduct

- See our moderator protocol which forms part of our *Facebook Code of Conduct*

Dealing with complaints

- The AOTOS communications director (currently Janet Shell) oversees the social media team.
- This means that if anyone has a complaint about a tweet or a Facebook post, they should be directed to Janet Shell in the first instance who will then decide how best to deal with the question/query. Both posts on Facebook and tweets on Twitter can be deleted if necessary.

Current Social Media Team

Janet Shell – Communications Director
Ian Anderson Gray – Webmaster
Nicola-Jane Kemp – Chair
Georgia Barrington – Administrator (Facebook)
Carrie Simone-Birmingham (Facebook/Instagram)
Edwin Pitt-Mansfield (Twitter/Instagram)
Frith Trezevant (Facebook teaching jobs)
Pamela Hay (Twitter/Instagram/Facebook)

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