

**Merton Mencap**

**Managing Images of Service Users  
Policy and Procedure**

**July 2017**



# Merton Mencap

## MANAGING IMAGES OF SERVICE USERS

### POLICY & PROCEDURE

**This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.**

**Original signed version is kept at the Merton Mencap office.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

#### **Chair of Executive Committee**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

#### **Chief Executive**

#### **Record of adoption and review of this policy and procedure:-**

**Adopted:** 11 March 2014

**Reviewed:** 14 July 2017

## **Merton Mencap**

### **Managing Images of Service Users**

#### **Policy and Procedure**

##### **Policy**

Photographic or video images of service users will only be used by Merton Mencap for the promotion and publicity of our work unless prior written consent is obtained from the service users or their responsible carer for another specified use.

Merton Mencap staff will request written consent for photographs or video to be taken while attending our services and activities from each service user if aged 18 or over (if they have the capacity to understand what the images may be used for, what their options are and what their decision means) or from their responsible parent or carer. This consent will be gained before any photographs or video are taken.

If photographic or video images are published in any publicity material, the name of the service user will not be disclosed without the prior written consent from the service user if aged 18 or over, or, in any other case, their parent or responsible carer.

##### **Procedure**

It is the responsibility of the relevant Projects Manager to ensure written permission is obtained from or for each service user before any photographs or video are taken of them.

The relevant Projects Manager or Team Leader is responsible for keeping a central record of permissions gained or permissions denied for each service user attending their project, using the form provided for this purpose. They are also responsible for passing this information to all staff working at each service or activity.

The person in charge on the day (e.g. Team Leader) is responsible for advising staff working on that service or activity of any service user who has provided permission and of any service user where permission has not been received.

Staff must not take photographs or video with their own cameras or mobile phones during an activity. Merton Mencap cameras are the only devices authorised to take photographs or video of service users during their attendance at our services and activities, unless specific permission is provided by a senior person (e.g. a Projects Manager) for another Merton Mencap mobile device to be used. In this instance, all images must be removed from the device and stored on a Merton Mencap desktop device within 1 week of the images having been recorded. A record should be made of the transfer date in the title of the file.

Photographs or video must only be taken under the supervision of the team leader in charge of the service or activity. Care must be taken to ensure no identifiable extra people are featured in photographs or video.

Photographs or video must not be taken of any service user if they are not fully clothed, or when using the toilet, receiving personal care, taking medication or when eating.

Photographs or video taken using a Merton Mencap camera must only be transferred from that camera onto a Merton Mencap computer, and not transferred onto other devices, such as home computers.

It is the Office Manager's responsibility to keep a log of the whereabouts of all Merton Mencap cameras and memory cards, details of which should be centrally stored. When these items are not in use, they must either be returned to the office or kept securely at the premises where our activities and services are held, as appropriate.

If project staff or projects managers are approached by media or others asking if they can take photographs or video of our activities, this must not be agreed to without first requesting permission from the Chief Executive or, in his/her absence, the Chair of Trustees, even if the staff member knows that all service users on the project have given written permission for their images to be used and even if the staff member believes this to be for a valuable purpose, such as promoting the good work of the charity or for someone to fundraise on our behalf.

### **Audit Guidance**

<b>Check</b>	<b>Evidence</b>
Is a central record being maintained which shows the whereabouts of all MM cameras, storage devices and equipment with hard drives?	Ask Office Manager for records  Check whether these records are being maintained properly
Are all staff aware of the policy statements in this document, as outlined above?	Ask staff about their understanding of this policy and its use
Are images of service users properly stored and maintained centrally?	Ask Office Manager to see systems for filing images of service users
Are Permission Forms up to date?	Check Permission Forms for each project – do they exist, are they maintained, are they shared with relevant staff (e.g. team leaders)
Are there any images of service users stored on mobile devices?	Check the devices themselves.