



**WOKINGHAM
BOROUGH COUNCIL**

Guidance on the use of WhatsApp for work
related communications in Children
Services

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Version 1	02.04.20	Temporary guidance to assist practitioners during the Covid-19 outbreak

Guidance on the use of WhatsApp for work related communications in Children Services

- Most staff and families will be familiar with WhatsApp as they will likely use this in their day to day personal communication with friends and families. However, it is important to be clear on the expectations when using this for work.
- WhatsApp has been activated and made accessible on work mobiles for a number of workers where this will support their work and engagement with services users.
- This is not a permanent addition and will likely cease once the response to COVID 19 has concluded and we are able to return to Business as Usual.
- This is to support our response and changes to practice due to COVID 19.
- WhatsApp should support and enable us to undertake some of our work activities differently, including text and video calls.
- WhatsApp is not to be used from a worker's personal phone to communicate with a services user.
- WhatsApp is part of Facebook and Data is likely 'harvested' from the contents. Thus, do not share any identifiable information, names dob, address etc of service users.
- We are aware that some internal 'communication groups' have been set up to enable direct communication between work colleagues on personal, phones. This will of course be a decision for you to make.
- When using your work phone to communicate with a service user, do not send copies of reports for example Child Protection Conference Report or Court Statements, Assessment or Review documents.
- When communicating via WhatsApp, please use appropriate language delivered in an appropriate way.
- Ensure that you add a record of video calls in the correct Step on Mosaic.
- If there is a 'significant' conversation by text or note, you can take a screen shot of this to add to the case file.
- If you receive an inappropriate message or attachment, report this to your manager as a priority.