

Accessing Social Media – Process for children services:

Investigator: children services employee, social worker, team manager etc.

Authoriser: Service manager or above

Request

- Investigator to complete social media access application form ([Form located at – link to tri-x children procedures](#)) for request access to social media and submit to service manager.
- Investigators need to outline why social media review is necessary and proportionate, in terms of the matters being investigated, and why it should be used prior to or alongside other alternative methods of investigation.
- Investigators case file notes should record the rationale (necessity and proportionality) for seeking authority to use social media as part of the investigator's investigation plan, this should be recorded within Mosaic as a case note – titled Accessing Social Media.

Authorisation

- Authoriser (relevant service manager) to review and either reject or approve request. If approved they will specify who can access the social media and set a time-limit on the authorisation?
- The Authoriser will record outcome of authorisation on social media register [:\RIPA\SOCIAL MEDIA\Social media register.xlsx \(change to register on children services drive, giving access to Lynn and Kevin\)](#) and complete the Mosaic episode

Enquiry

- The use of personal devices and accounts is NOT permitted. Use a work device to access social media profile.
- If Facebook enquiry – a service manager will need to log into system / or provide access and allow lead investigator to conduct access, or conduct on their behalf.

In every case you must complete an enquiry log to record search criteria and search results (don't record collateral intrusion) and maintain on case file (Template for enquiry log can be found at [S:\RIPA\SOCIAL MEDIA\Social Media - Guidance & Templates\Social Media enquiry log - template.docx](#))

- If relevant information located - Make screen shots / save web page as necessary

Conclusion/retention

- On Completion the lead investigator will enter summary details of searches on social media register [:\RIPA\SOCIAL MEDIA\Social media register.xlsx \(change to register on children services drive, giving access to Lynn and Kevin\)](#)

- Retain all material securely within case files on Mosaic.
- File the authorisation in the Social Media Authorisations file. (not required when authorisation signed off through Mosaic)