

Archiving Residential Children's Homes



THE MEMORY BANK

STAFF USER GUIDE

The importance of keeping memories



Having access to memories shapes who we are. Research tells us that people with care experience have limited opportunities to access objects, people and photographs to help them remember. There can also be few chances for care leavers to remember together with people who were in their lives.

The Memory Bank is designed to help people store and access their memories of group living, now and in the future and to offer a space where people can remember together.

Purpose of this guide

This guide is for anyone who is using or contributing to the Memory Bank. This guide will cover the following topics:

1. What is the Memory Bank?
2. What can I do in the Memory Bank?
3. What about Facebook, Instagram, and other social media platforms?
4. Things to think about.
5. Step by Step instructions.
6. What next?
7. Tell us what you think.

What is the Memory Bank?

The Memory Bank is a way of describing an online place where people (children, young people, staff) can securely store things which capture memories and experiences. This could include anything from photos, videos, audio, text or picture files. We are calling these items digital files.

You might already be doing something similar, maybe on social media, however the newly developed Memory Bank provides an easy and secure way to do this. The Memory Bank is designed to keep hold of the everyday places, events and people that made up your time living in the house.

What can I do in the Memory Bank?

- You can create a profile.
- You can create albums and upload digital files, such as: photos, audio files, scanned letters, drawings. You can include images of physical objects (like a duvet cover, a special mug, a picture someone drew etc) which people with care experience have told us are important.
- You can give albums a title and add information about the event, activity or people.
- You can add information (descriptions, thoughts, comments) to the things you upload, and the things others have uploaded that you have access to.
- You can decide what to upload and change your mind at a later point and remove items.
- You will give permission for other people's photos of you to be shown in the Memory Bank or you can choose to have your face blurred out so it can't be seen by other people.
- There is a built-in function within the Memory Bank which can remember the names of people in photos and give basic descriptions of photos and images. This means that you can search for a person, place, event or time.
- You can remove information or things you have uploaded, quickly and easily, using the pixilation tool.



Instagram

What about Facebook, Instagram, and other social media platforms?



We hope these functions will help you to recall and remember experiences. The idea is that you can continue to see all the things you and other people have uploaded and share conversation around this for many years. If you choose to, you can share what's in the Memory Bank with family and friends.

What you can do in the Memory Bank is determined by the type of account you have. For example, some people will have 'moderator' accounts which means they can access more functions in relation to security and access controls. When your organisation is deciding how to use the Memory Bank, it can be decided who has different types of accounts.

Facebook, Instagram and similar social media platforms are generally easy to use, however, they rely on what is known as 3rd party software. For example, Facebook and Instagram's users' data is held in the United States so there is no control over your information and how this is used. There is also no control over if, when and how your information is deleted. Social media platforms can also change their terms and conditions, for example, to start charging for use etc. Also, if the platform stops working, it is difficult to get your digital files out of their platform in a useable way (i.e. it's not easily transferred to another database).

We have designed the Memory Bank so that if the software it uses stops being supported in the future, the digital files 'behind' uploaded will be exportable in a format that will allow you to transfer them somewhere else easily. This means that all the things you have uploaded can be kept hold of safely into the future.

Things to think about.



In this section, we talk through some of the things you might want to think about when making decisions about how the Memory Bank is used in your house. The two main areas we talk about are:

- Who is responsible for the Memory Bank and who can use it?
- What are we allowed to do? Privacy, Data Protection and GDPR

Who is responsible for the Memory Bank and who can use it?

Organisations will own and be responsible for the software and the uploaded data. It will be up to you (staff, young people and people who have moved on from the house) to decide how to manage responsibility for the Memory Bank and the access permissions.

The Memory Bank is designed to be available to young people throughout their lives. Like a family album, there should be no or only very limited barriers to accessing. We would encourage you to think about control being shared between those using the Memory Bank and the organisation. It should feel to everyone like a different kind of record, with young people's present and future needs as the only purpose of it. In time it will might also become a historical archive of life in residential care.

We suggest that you might want to think about the following:

Access

- The platform can be accessed via a web browser, this includes computers, mobile phones and tablets. The platform is not yet available on an app however we can help you to create a shortcut on a mobile homepage which makes the website easily accessible via an app style button.
- Individuals (staff and young people) should have access to add to the Memory Bank on a regular basis, however you may want to consider a moderation process to support this. We would encourage shared moderation between young people and staff.
- You may decide to have designated young people and/or workers review content before it is posted. If you do this, think about how this responsibility will be designated. Will you ask for volunteers or have a rota? How will you ensure that there is a division of responsibility?
- Those moderating may also have responsibility for reviewing and approving comments. You may want to think about establishing a basic framework to guide Moderators, identifying when comments are not approved for publication. For example, if there is abusive or bullying content.



Consent

- You will need to have consent from people (children, young people, staff) to upload their digital files, or files which they are shown in. For example, a group photo would require consent from everyone in the photo. You will also need to record consent.



- You may want to think about obtaining consent from everyone who is happy to be part of having their digital files in the Memory Bank, rather than obtaining consent separately for each upload. However, **if anyone wants to opt out of specific files, for example a photo, their image can be distorted using the blur function** (more on this later).
- You may want to consult with young people on an ongoing basis about their consent, particularly when they move on from care; being clear about how they continue to access the Memory Bank independently and how they can remove their data or revoke consent if they no longer want their digital files, or photos which include them, to be visible to anyone or specific people on the Memory Bank.

Control

- The Memory Bank is currently set up so that people will only have access to content from the time in which they lived in the house. However, moderators can also give former and future members access to content from other times. By default, all current members will have access to an album when it is created. Moderators can then remove or add members to an album. Moderators only have their moderator rights, as long as they are 'active' and still a member of the group.
- The people you decided to run and manage the Memory Bank (we call these people Moderators, and they can be children, young people and staff) can control where uploaded files go, and who has access to these files. For example, moderators can allocate uploaded files to albums, and blur the faces of anyone who doesn't want to be shown. A young person can choose who can see their uploaded files.
- The Memory Bank is designed so that faces in photographs and videos can be pixelated (blurred) if anyone does not wish their image to be included in the Memory Bank.
- Permission controls are also in place to prevent accidental or unintended deletion of records. However, if needed or requested, all records associated with a specific individual can be restricted or deleted.

What are we allowed to do? Privacy, Data Protection and GDPR

Data protection can present challenges. The Memory Bank has been developed with privacy and data protection as primary concerns. We have sought advice from the Information Commissioners Office (ICO) which has been embedded within this guide.

The ICO provided specific advice in relation to Data Protection Impact Assessments:

- As data controllers, organisations hosting the Memory Bank should have a Data Protection Impact Assessment (DPIA) in place. This should be a live document which is revised and updated as and when queries around possible risks arise. It doesn't take too long.

Brief DPIA guidance can be found at <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources>. A DPIA template is also available, please ask the research team if you would like this.

In the context of the Memory Bank, the most important aspects regarding data processing defined in the GDPR are:

- Article 6: Lawfulness of processing.
- Chapter 3: Rights of the data subject.
- Chapter 5: Transfers of personal data to third countries or international organisations.

Here are some of the GDPR details to think about...

Under Article 6, GDPR defines that one of the six possible bases for processing personal data is if 'the data subject has given consent to the processing of his or her personal data for one or more specific purposes' (GDPR), Under Chapter 3, individuals also have a right to access and erase their data. Chapter 5 of the GDPR forbids the transfer of personal data of EU data subjects to countries outside of the EEA unless appropriate safeguards are imposed. Thus, it is forbidden to transfer personal data to servers based in third countries such as e.g. the US.

The key areas to think about in relation to data protection are consent, control, and access. Keeping your DPIA up to date will help you manage any concerns you may have as and when they arise.

The technical bit: hosting the Memory Bank

The Memory Bank is managed by nominating moderators who take responsibility for day-to-day running and management. A central administrator is needed, this is usually a member of the IT-team who is hosting the platform. This person can manage all groups within your organisation, providing support to moderators in relation to settings, configuration, and data management. In your organisation, you may have more than one Memory Bank, for example for different homes. Each Memory Bank can have different configurations and moderators.

The software itself is open-source and available for free under the MIT License, and can be hosted on a standard server. It is developed using well-known open-source software components, i.e. the Django web-framework, which ensures reliability and security.

We hope this section has provided some helpful prompts to guide you in making decisions about how you want to use the Memory Bank.

Step-by-step instructions



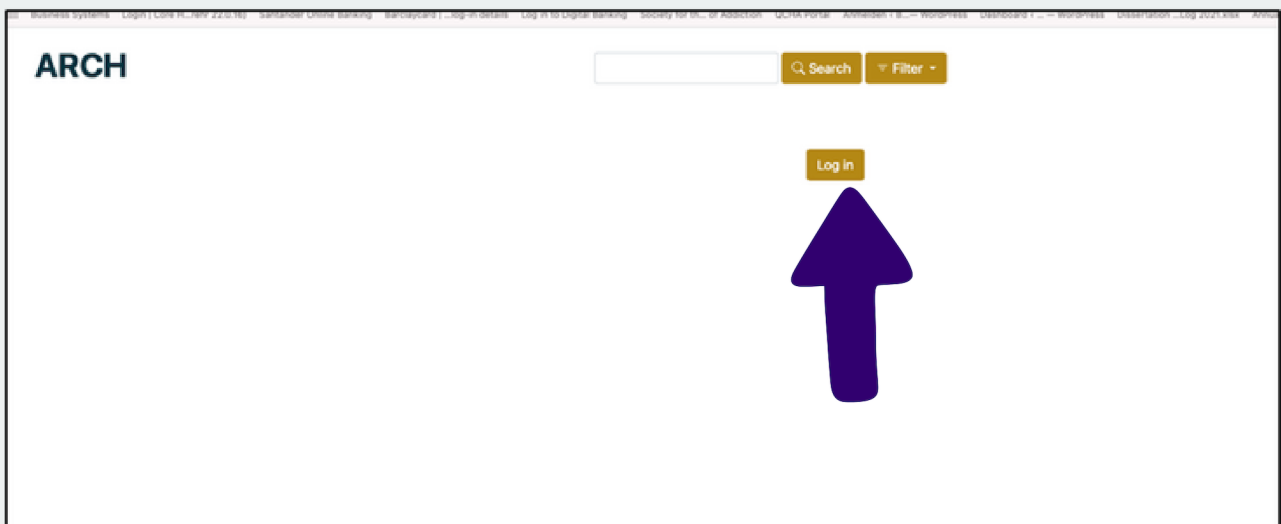
OK. Now it's time to give it a go!

This step-by-step guide shows you:

- How to navigate the Memory Bank.
- Adding albums and content.
- Tagging people.
- Pixilation – how to blur faces.

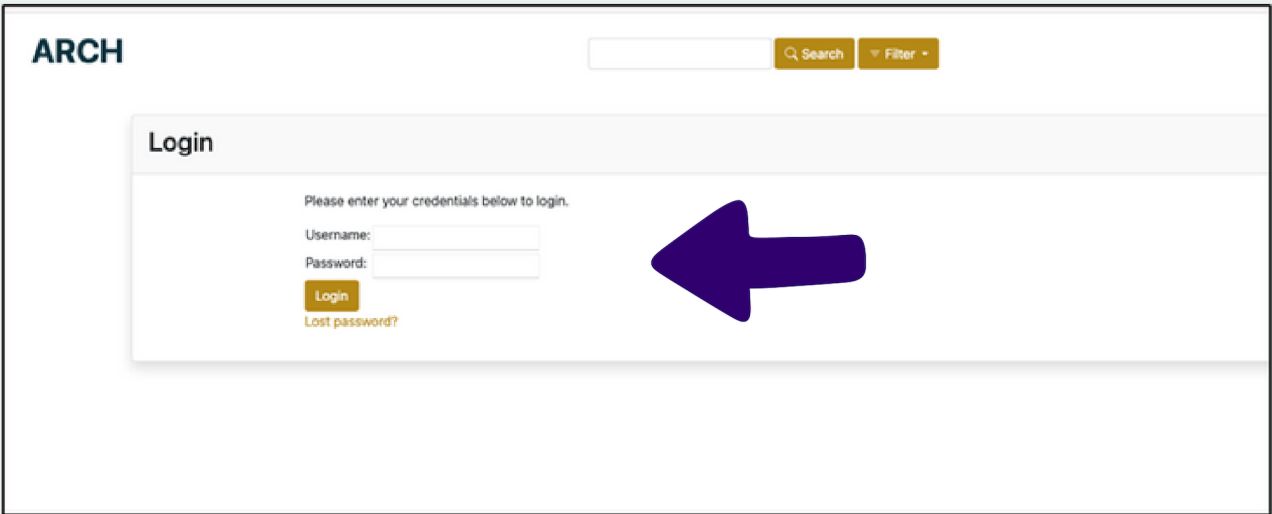
Navigating the Memory Bank

1



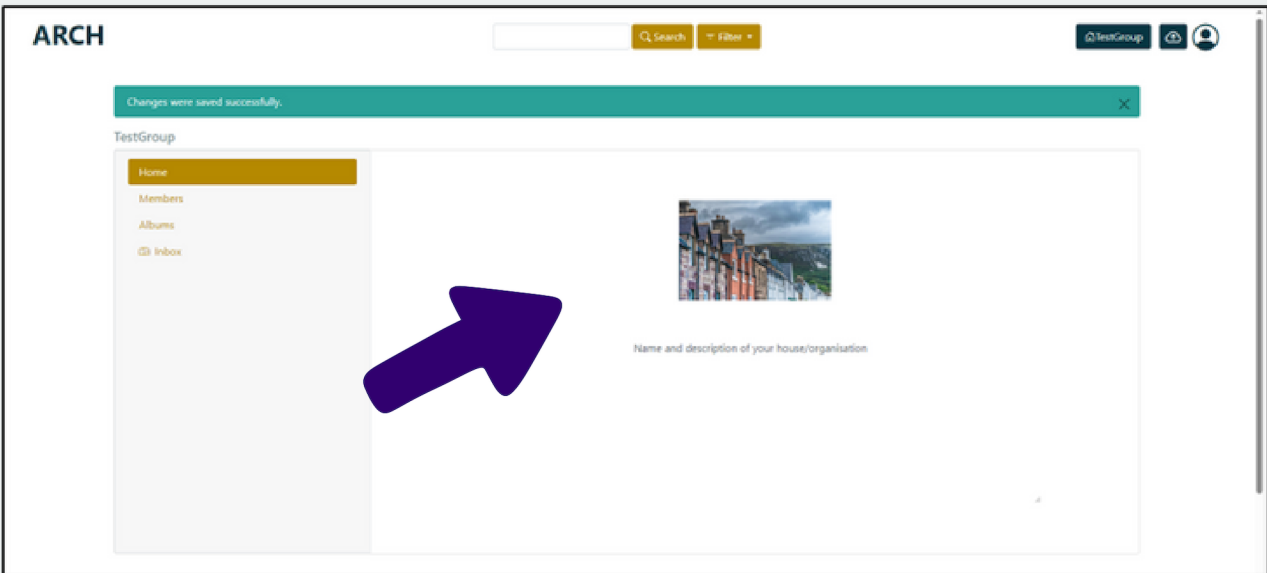
Click the login button.

2



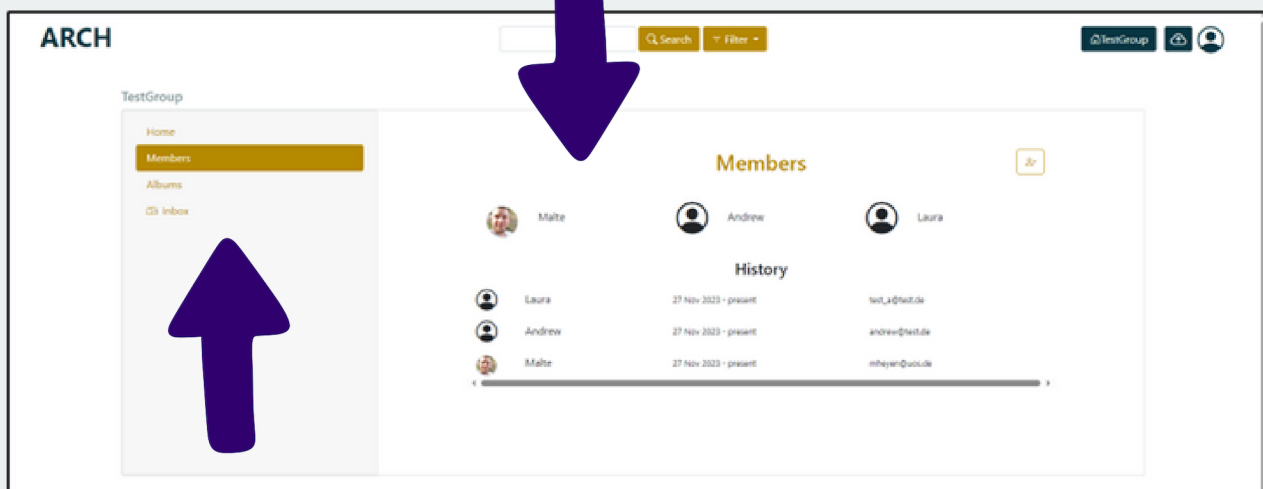
Insert log in details.

3



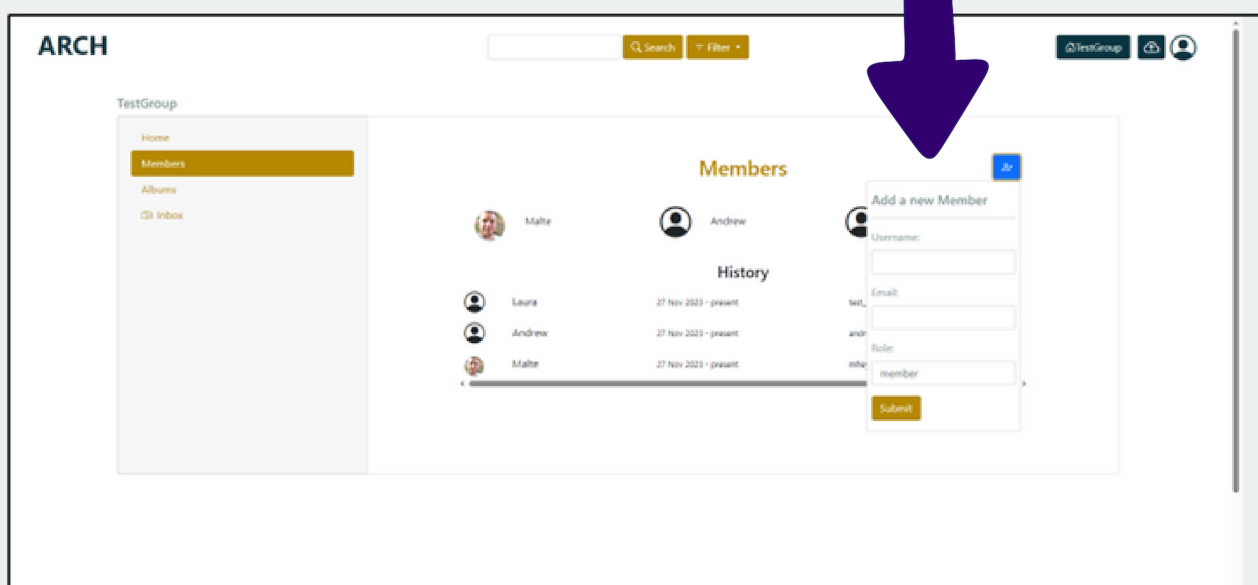
Click on the name/image relating to your organisation.

4



There are four main links on the left: Home; Members; Albums; and Inbox – above is the Members page where you can see who is a member of your Memory Bank (they will each have different access levels to the albums).

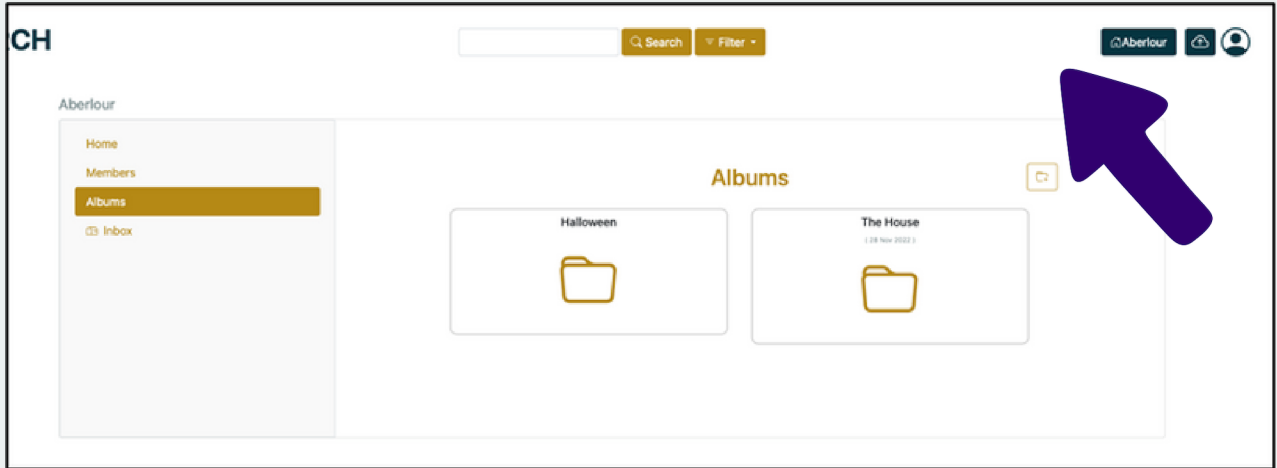
5



You can add members here and decide if they are just a 'member' or if they are a 'moderator'. Moderators can do more (e.g. authorise photos, hide comments etc).

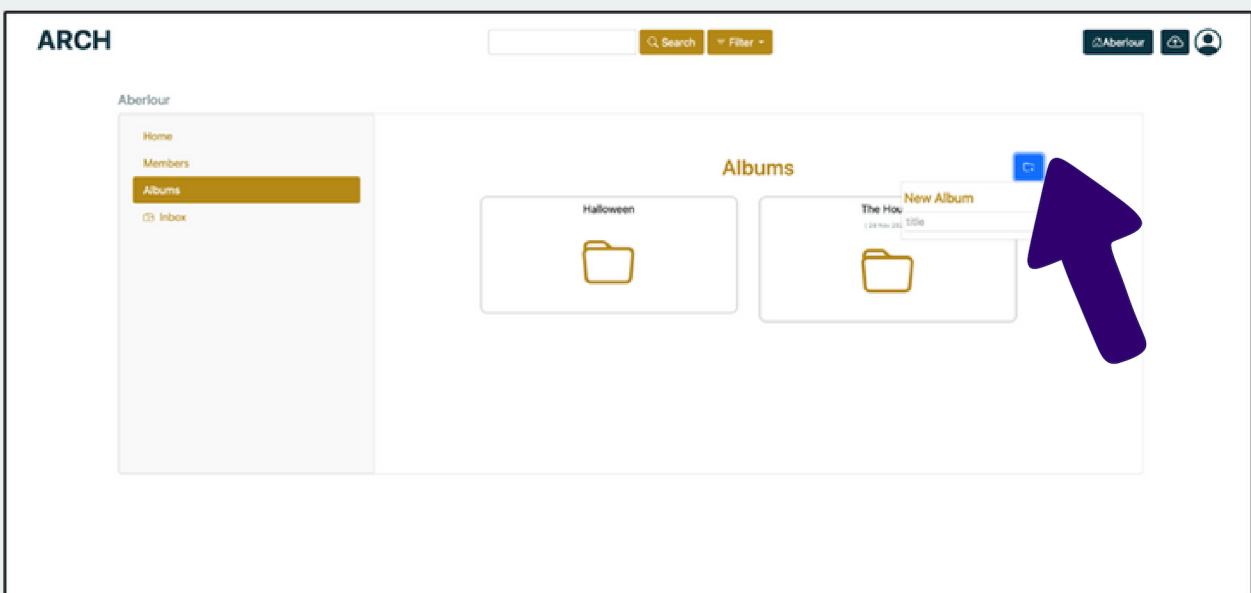
Adding albums and content

6

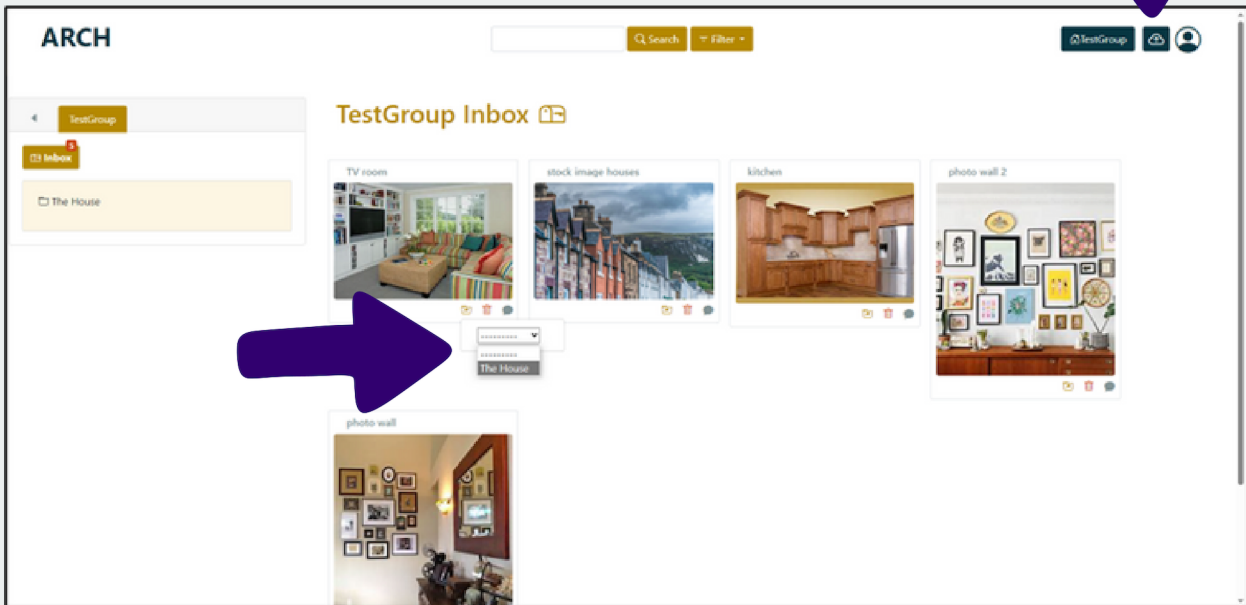
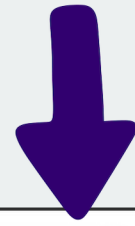


If you click on the albums section, you will see the albums available. You can add as many albums as you like.

7



You can add new albums here and decide who has access to them.

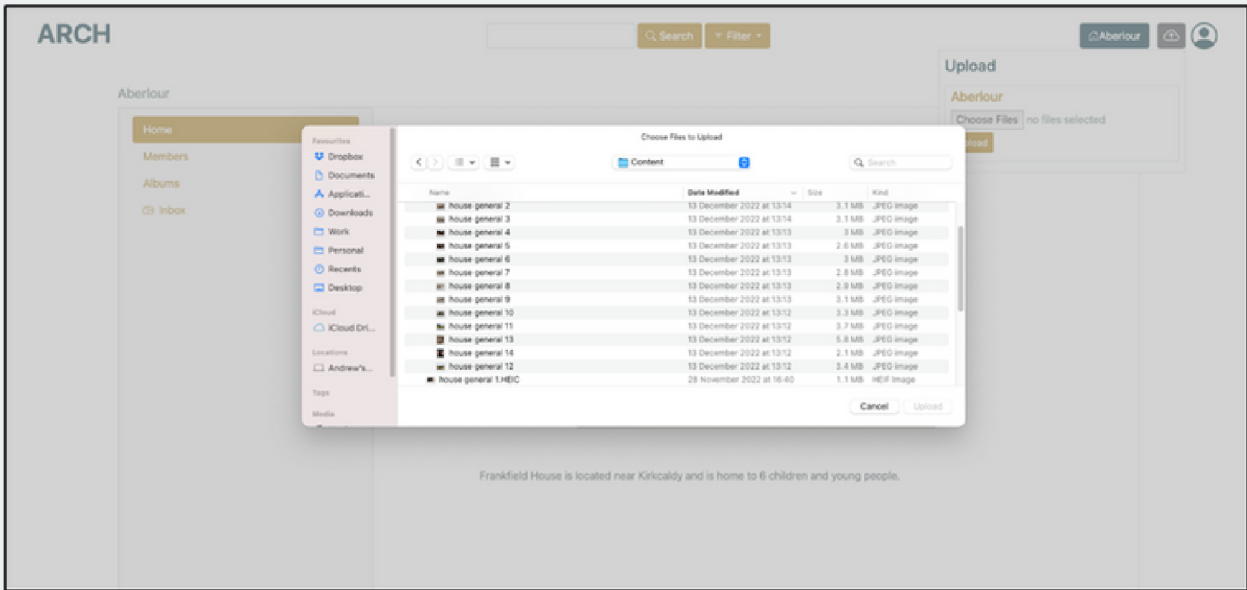


To upload photos to the Memory Bank, click the small upwards arrow in the top right of the screen. You can add multiple photos at once. They will be uploaded to the 'Inbox'.

All new content goes to the Inbox where only Moderators can see it – this is where they need to decide if it can go in, which album to put it in, and who has access to that album.

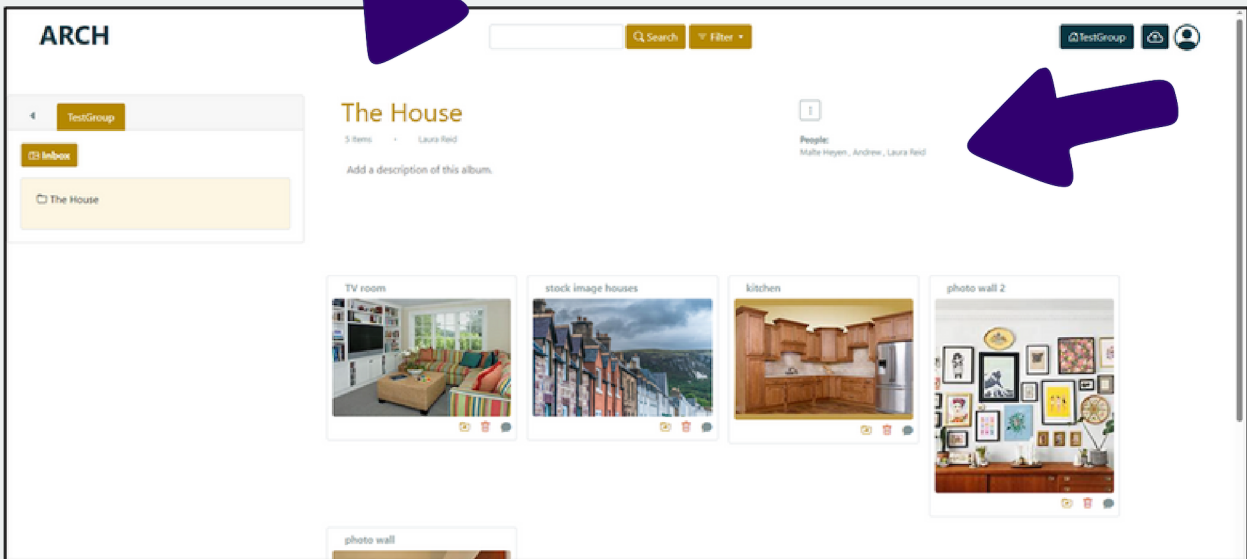
From here you can move them into the album of your choice, using the folder symbol under each photo. Or use the delete button if it's not going in.

9

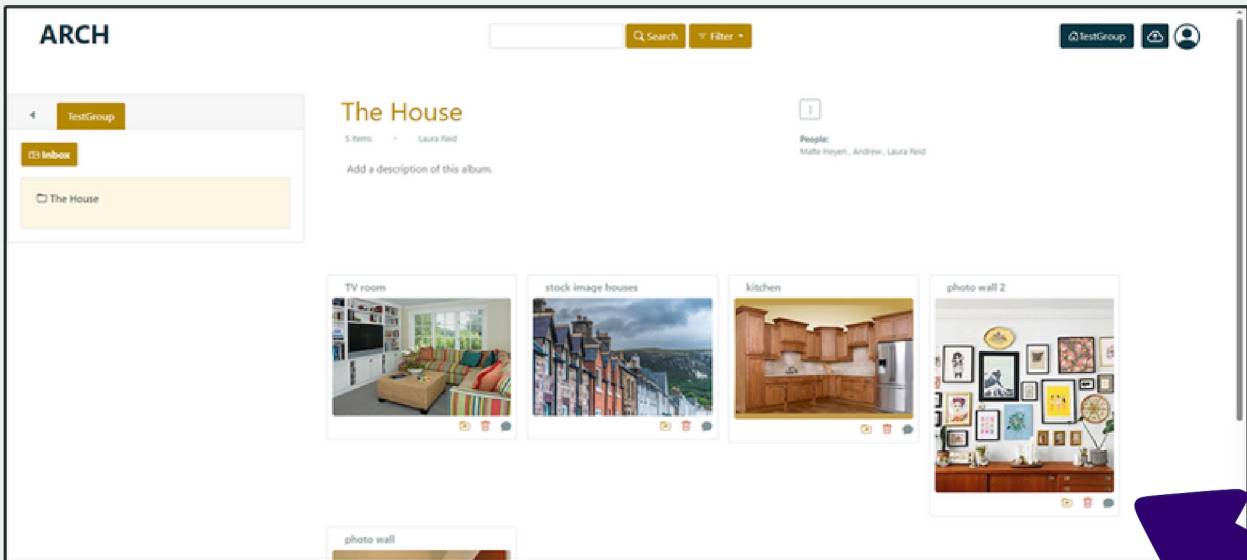


Select the file(s) you want to upload (there is a size limit, but you can always save pictures and videos in smaller sizes where required).

10

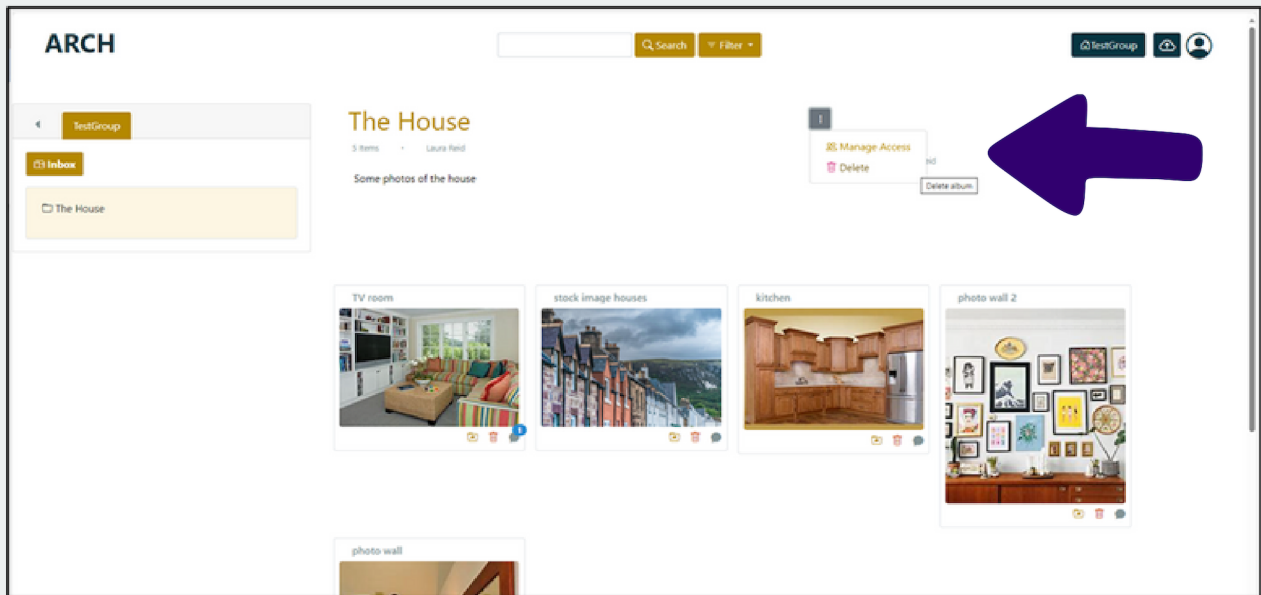


When you go into an album, you can see who created it, when, and how many items are in it at the top left. Over to the right, you can see who currently has access and you can manage this access (add or remove people who can see this album).



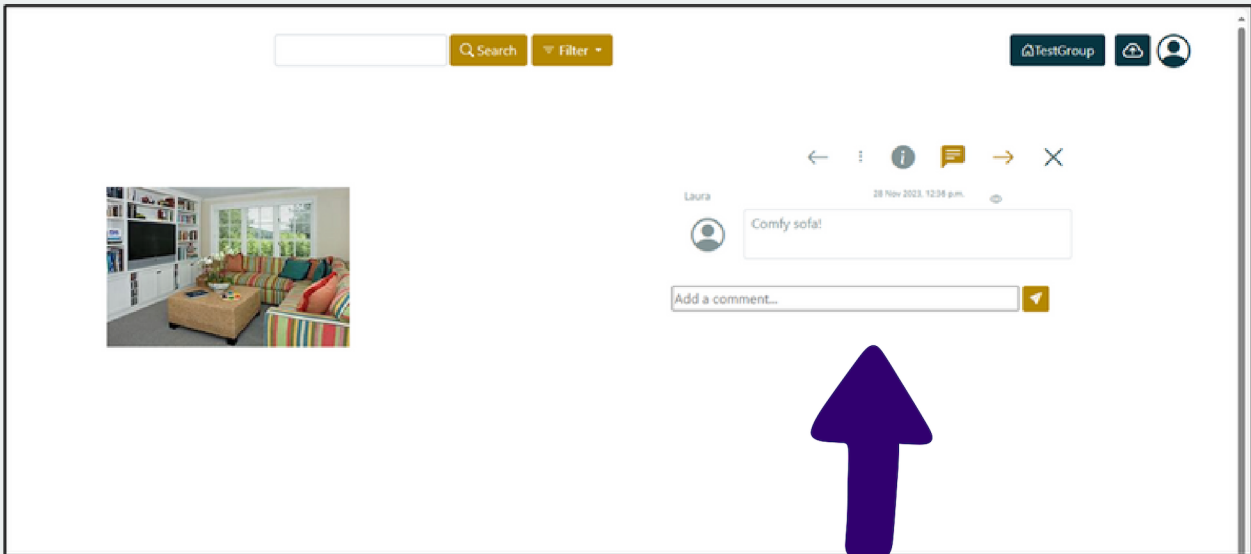
On the pictures, you can see the title and date, if anyone has commented, and can also delete or move the pictures to other albums.

11



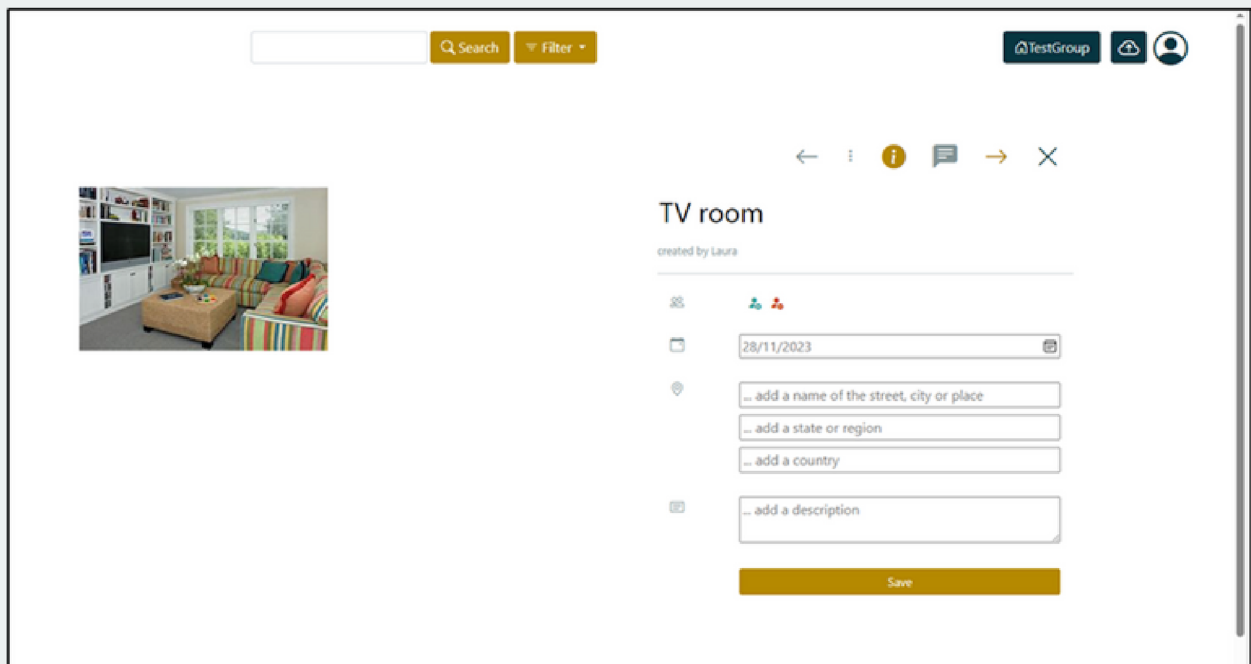
This is where you manage access to the album.

12



Here you can see any comments (which moderators can hide if required) and access some further information on the picture using the 'i' button.

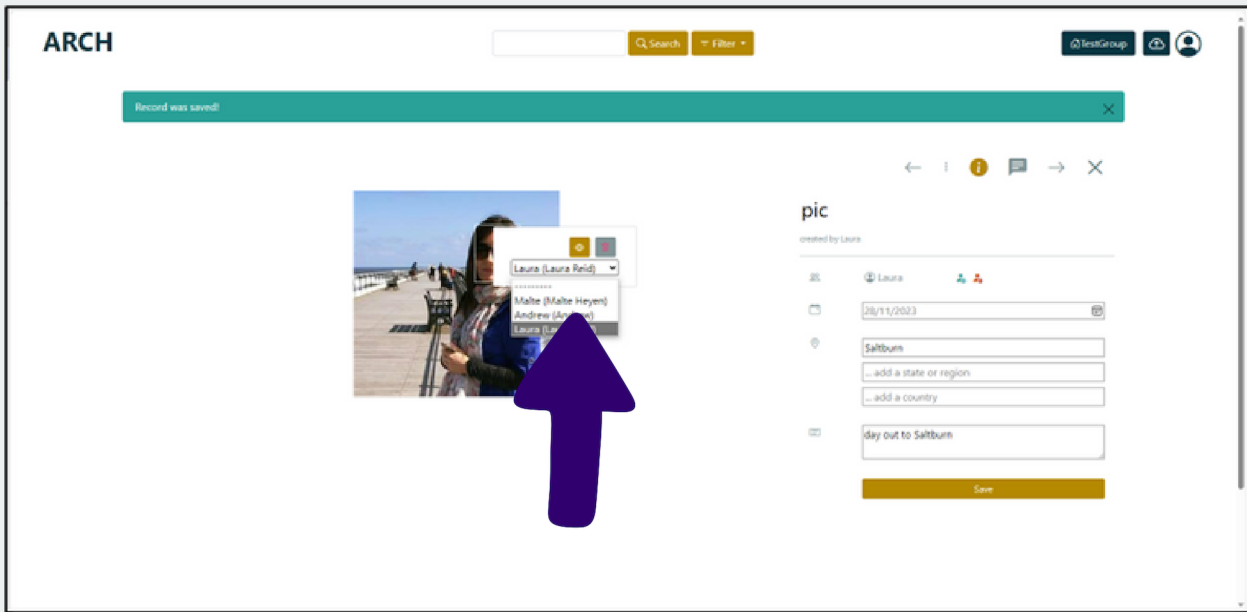
13



You can view and add information to the picture such as when/where it was taken, add a description of it etc. Some of this information will be automatically populated if uploading from a device.

Tagging people

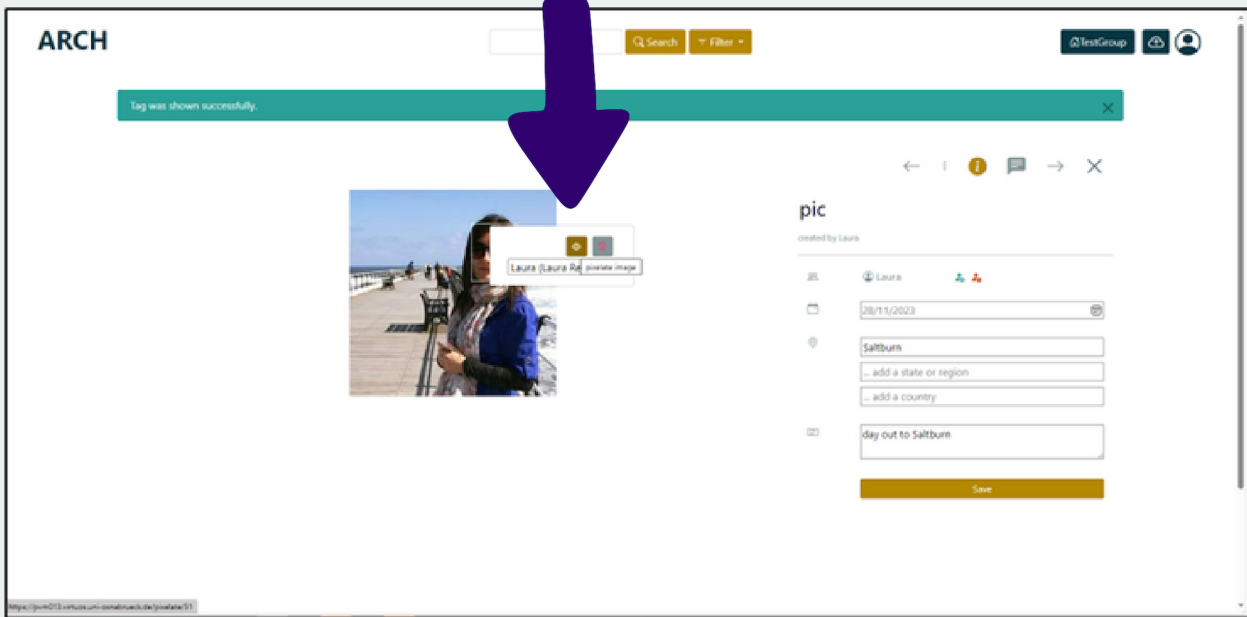
14



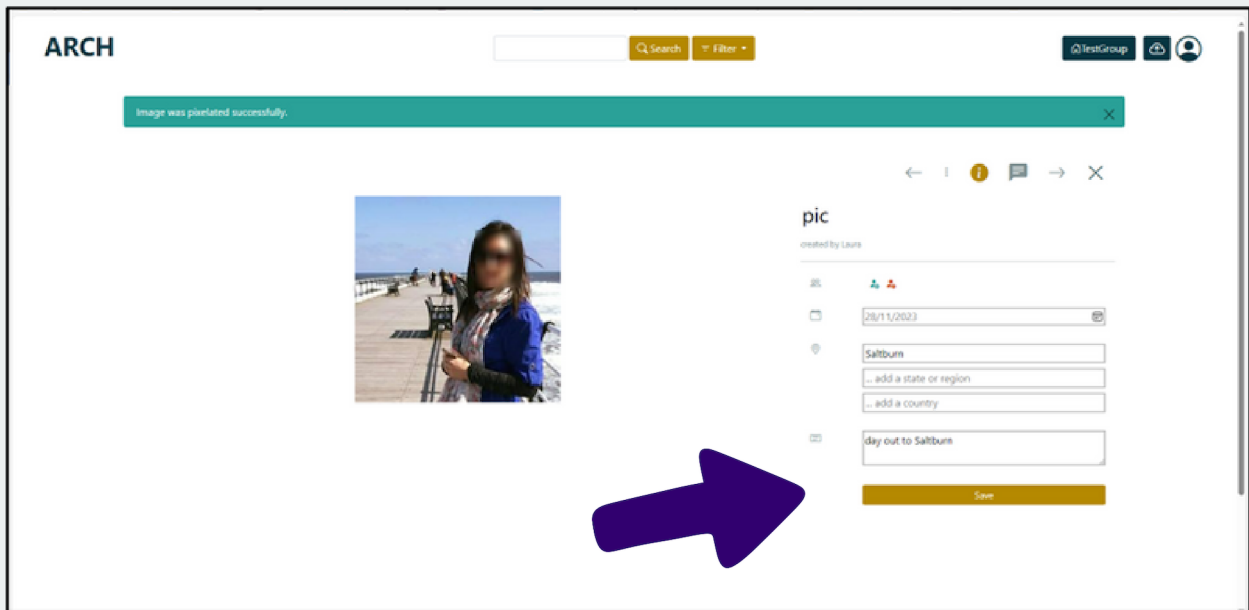
You can also tag people in the photo. The software recognises faces and you can tag them if they are members/moderators on the system. If a face isn't recognised, you can select the wee green man (above the date) and then pick the face/person you want to tag. Click on the 3 small dots in the top left of the square which appears around the face, you will be able to select a name from here.

Pixilation - how to blur out faces

15

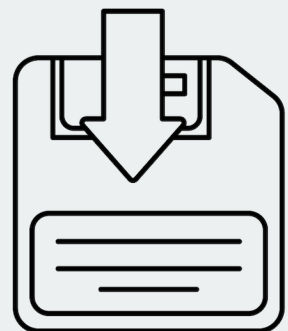


You can also pixilate the faces of anyone who may not want to be identifiable. To do this, click on the 3 small dots and then the symbol that looks like an eye. This will blur the face like the image below. We are working on a function to help pixilate items in a photo as well as faces.



These steps should help you get started with using the Memory Bank. Please contact us if you need any help or guidance. If you are stuck for logins or your link to your Memory Bank, please contact us using the email addresses on page 15.

REMEMBER to click 'Save' before exiting the Memory Bank.



What next?

In our full User Guide, there is more information about:

1. Who is responsible for the Memory Bank and who can use it?
2. What are we allowed to do? Privacy, Data Protection and GDPR.

Tell us what you think!

We are keen to hear your thoughts and feedback so we can continue to develop this guidance. Please let us know if you have any questions, or suggestions for developing the guide to make it more helpful. You can contact members of the research team using the email addresses below. You may also find it helpful to look at the project website archproject.stir.ac.uk to get a broader sense of the research project.



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Contact ARCH

You can find out more about the ARCH Project at:

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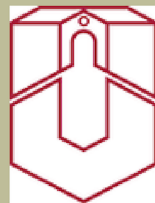


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