

Macc webinar pack

Macc webinar – Safeguarding Part 2

Date of webinar: 11 June 2020

VCSE organisations have adapted to delivering services remotely and this webinar will look at safeguarding considerations. Christine Jacobs, Safeguarding Lead for 42nd Street leads the discussion, which will cover the benefits and challenges of remote working and the implication of this when considering safeguarding.

Q&A

Q. Currently, mental health situations are changing for people quickly. Also, many people aren't used to using technology, social distancing etc. How have risk assessments been managed?

We have used the same Risk Assessments. When someone registers online, if a person identifies risk, we aim to gain further information through an online form.

With currently engaged people, we may revisit this, depending on need. It is a challenge to do this work remotely. We have had experience of asking difficult questions over the phone or via video messaging

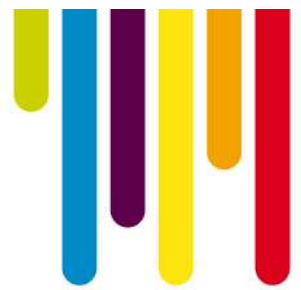
Q. What online webinar platforms do you recommend to use?

42nd Street is using Microsoft Teams which seems to have a reasonably good track record in terms of security. I feel like all video conferencing platforms have really upped their game.

However, we do not use WhatsApp, Facebook or Skype. This is based on our own research and guidance on security issues. We did have a debate about this as a lot of young people were telling us that was what they wanted - but we do not think it is as secure as other platforms and again, we needed to minimise risk to our young people.

Q. Does anybody use a platform where young people connect online together? Interested to know what platform you have used and how you have managed this?

Not sure on this one and I wouldn't like to advise. I know that a lot of young people are using House party to connect with friends at the minute. In a professional capacity I cannot say that we have experience of delivering sessions that are exclusively for young people, there would always be a member of staff present. I am not sure what is the safest way to do this.



Q. My organisation is looking into developing a social media offer and online offer generally. Do you know of any good social media/digital skills training which we might be able to access for staff - anything specific to youth work would be preferable.

We accessed training from Off the Record in Croydon who have created an online offer - they gave us some training and mentoring. Off the record trained us how to deliver a service online. We have heard good things and would like to work with Reason Digital in the NQ.

One of the issues with supporting online is the risk that the person being supported can be overheard or be influenced by others nearby. How do you deal with this?

We must not and cannot assume people have access to their device.

Privacy and space are a huge issue now, but this appears to be lifting a bit with people being able to get outdoors more frequently. Some of this depends on the young person being open with their families about accessing support. Putting parameters in place, asking when the best time and protected time is for young people to have a conversation is the best way to start. Staff at 42nd Street have taken additional considerations and hearing from young people about what works for them is paramount. We are working with young people and changing the hours we are working to accommodate this.

As an advocate and adviser, there is a huge issue of confidentiality if I have to liaise with a client via another agency, what advice do you have about this?

We deal with this as much as possible as we would in a face to face scenario. I think clarity and confidence around confidentiality is most important. Always keeping the client, whoever that is, informed about what is going on, what is going to be shared and when. Keeping things on a need to know basis - sharing with the fewest people possible is also important. Ensuring that people understand the need for information to be shared and helping people to understand the risks. Keeping information up to date is also key. Another guiding principle is the importance of checking in with management and not making decisions in isolation.

Resources

Considerations for psychologists working with children and young people using online video platforms

The British Psychological Society have produced a useful document outlining considerations for psychologists working with children and young people using online video platforms.

<https://www.bps.org.uk/sites/www.bps.org.uk/files/Member%20Networks/Divisions/DGP/Considerations%20for%20psychologists%20working%20with%20children%20and%20young%20people%20using%20online%20video%20platforms.pdf>

Zencast

For podcasts Zencast have just launched a beta version of their platform. It's a platform for collaboratively recording podcasts from different locations. This could be used with young people to share their experiences in a creative way.



<https://zencastr.com/>

Charity Digital Webinar Series

A webinar series is taking place next week (June 15-19) to help voluntary sector organisations make the most of the Microsoft tools available to engage with supporters and organise their staff and volunteers.

<https://charitydigital.org.uk/topics/free-webinar-series-getting-started-with-microsofts-charity-tools--7550>

Tech For Good Live

For those looking for digital support the Tech for Good Live Volunteer programme is a partnership between Macc, 10GM members, other VCSE infrastructure organisations within Greater Manchester and Tech for Good Live.

<https://www.manchestercommunitycentral.org/coronavirus-advice-and-resources/digital-support>