

**Many of our grantees are choosing to continue to support children and young people through Covid-19. Some organisations are choosing to take services online. We hope the information and useful resources below will help you plan and deliver digital services safely. Not all questions will be relevant to your service.**

To note: This information is not meant to support the development of specialised digital solutions for example apps, chat bots or game development. If you are considering developing these please contact your BBC Children in Need Regional or National Team to discuss.

**The needs of children and young people will change over time. Examples of best practice and new areas of risk will emerge. We encourage you to review your delivery changes after six weeks and on a regular basis. We recognise that not all changes will be successful and encourage you to be ready to adapt.**

### **Children and Young People**

- Have you asked children and young people if they would like you to deliver services this way?
- How have you made sure that this is an inclusive service for the children and young people?  
Things to consider include:
  - Do they have access to the right equipment and broadband capacity?
  - Do they have a quiet and safe space at home to engage?
  - Do they have access to materials (e.g. arts and crafts)?
  - What plan have you made for the children and young people where there may be language barriers?
  - Do you need to think about the children and young people's confidentiality when parents/carers and others may have access to their engagement with your project?
  - What happens to the children and young people you are currently supporting who may not wish to engage online or their parents/carers are unwilling to consent?

### **Risk Management**

- Have you completed a risk assessment for taking this service online?
- Is there clear risk threshold in place defining which group of children and young people are suitable for remote service delivery? Are any services too high-risk to deliver online?
- Do you intend to accept new children and young people onto your service? If you are, how will your pre-assessment for service suitability change?

### **Technological - Organisation**

- Are staff/ volunteers using your organisation's devices? Where possible you should use organisational devices rather than personal devices.
- If you are using social media or email platforms to communicate with children and young people, have you ensured these are all organisational accounts and not personal accounts?

### **Technological – Privacy Settings and Regulations**

- If you are using Facebook, Instagram, YouTube, TikTok or similar social media platforms have you checked they are licenced for the age group you are working with? Most social media applications have a minimum age of 14. Others, like WhatsApp, are higher at 16 years.
- Are you clear which privacy settings the children and young people should put in place to stay safe online?
- If you are using Zoom or similar, are you clear on whether the T&Cs allow children and young people to use them? For example not all versions of Zoom are designed to provide the same level of controls, security and encryption. This means it may not be secure for working with children and young people. You may have to buy a licence for a package designed for educational use.

- Have you checked whether the delivery platform you intend to use (e.g. Zoom) is compliant with GDPR regulations for storage of children and young people's data? What information does the platform store and where is the cloud storage? This may vary depending on whether you are using free or licenced packages.

### **Technological - Moderation**

- If you are using a social media or online platform to run group chats or chat room services, do you have clear moderation arrangement in place to ensure you supervise discussion and it is appropriate?
- If you are using "closed" groups, how do you ensure that only legitimate users, e.g. the children and young people in your normal youth group, can obtain access?
- Do you have a contingency plan to support children and young people if broadband goes down mid-session?

### **Therapeutic Interventions & Professional (this is only relevant to those delivering recognised therapeutic interventions, e.g. counselling)**

- Has your professional body consented to you delivering this service online?
- Has your professional indemnity insurer consented to you delivering this service digitally?
- If it is a therapeutic intervention, have you considered a set of "ground rules" for the therapist and children to sign up to, to ensure everyone know what is acceptable conduct in the online environment?

### **Safeguarding**

- Have you reviewed your core Safeguarding Children and Young People Policy to ensure there is specific provision for online delivery?
- Have you reviewed your Code of Conduct to ensure there are adequate boundaries in place to avoid inappropriate contact with children and young people on line?
- Have you considered whether you need additional parental consent to deliver a service digitally?
- Have you completed any specific training about online safeguarding risk? We recommend the [NSPCC Online training](#) and we are willing to cover this under our grant. It costs £35 per person.
- Have you checked whether your local authority has changed any of its safeguarding support and reporting procedures? You may need to regularly check to see if there are any changes.
- If you are using social media platforms do you know how to report any concerns to the platform administrator?
- Do you know how to get inappropriate content deleted or someone blocked or removed? You may want to put a plan in place for handling situations like this.

### **Management Oversight and Review**

- What is your plan to review this type of service delivery and the unforeseen challenges that may arise?
- How will learning be collected and shared to inform service development?
- Is there a clear risk threshold which will trigger service review and/or exit or stopping delivery?
- How do you intend to evaluate the outcomes of this change in service delivery mode?

### Useful Resources

- [NSPCC](#) - Keeping Children Safe Online Training
- [NSPCC](#) - Guidance on Running Safe Online Services with Children
- [Ineige](#) – Digital safety webinars on specific social media platforms.
- [Safer Internet](#) – General advice on staying online
- [BBC](#) - Resources for managing your digital life
- [CEOP](#) – Raising concerns about online abuse