50-50 SYNC Digital Self-Check Statement

This statement is based on the BBC Children in Need's Digital Delivery: Organisation Self-Check V2.0 Dated 15/04/2020.

As 50-50 SYNC continues to support children and young people through Covid-19, some of our services are being delivered online.

Children and Young People

- We consult with the children and young people we work with whether they would like us to deliver services this way.

- We have made sure this is an inclusive service for the children and young people by considering the following questions during quarterly board meetings:
  - 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

- We complete risk assessments in line with our digital delivery and online services.

- We consider in each case whether there is clear risk threshold in place defining which group of children and young people are suitable for remote service delivery and whether any services are too high-risk to deliver online.

- As we accept new children and young people onto our services, we engage in new preassessments for service suitability change.

Technological - Organisation

- Staff/ volunteers use organisational devices rather than personal devices.

- Where Social Media platforms are used we have ensured these are all organisational accounts and not personal accounts.

Technological – Privacy Settings and Regulations

- We do not use Social Media platforms directly to work with children and young people.

- We are clear which privacy settings the children and young people should put in place to stay safe online.

- When using Zoom or similar video conferencing tools, we check 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. Hence we have paid for adequate licences for packages designed for educational use.

- We check whether the delivery platforms we use are 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.

Technological - Moderation

- Where we use social media or online platforms to run group chats or chat room services we have clear moderation arrangements in place to ensure we supervise discussion and it is appropriate at all times.

- Where we use "closed" groups, we take necessary steps to ensure that only legitimate users can obtain access.

- We have contingency plans to support children and young people where broadband goes down mid-session.

Safeguarding

- We have reviewed our core Safeguarding Children and Young People Policy to ensure there is specific provision for online delivery.

- We have reviewed our Code of Conduct to ensure there are adequate boundaries in place to avoid inappropriate contact with children and young people on line.

- We ensure where necessary, parental consent is gained before delivering a service digitally.

- We ensure all staff have completed training about online safeguarding risk.

- We regularly check whether the relevant local authority has changed any of its safeguarding support and reporting procedures and adapt our services and policies accordingly.

- Where we use social media platforms, we are aware of the procedures to report any concerns to the platform administrator.

- We have put a plan in place for getting inappropriate content deleted or someone blocked or removed when required.

Management Oversight and Review

- Our board of directors reviews our digital service delivery including unforeseen challenges that may arise and implements strategies or changes to service or policy when needed.

- Through proactive communication with our user-groups we enable learning to be collected and shared to inform service development.

- We have considered a clear risk threshold which will trigger service review and/or exit or stopping delivery.

- We have implemented systems for evaluating the outcomes of changes in service delivery.

Below is a non-exhaustive list of some of the useful resources the board refers to when making decisions around digital delivery:

- NSPCC - Keeping Children Safe Online Training
- NSPCC - Guidance on Running Safe Online Services with Children
- Ineqe – 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

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