



## **Using Online Video-Conferencing with Service Users: Children and Young People Policy**

V.01

Many services have turned to online video-conferencing platforms to continue their service provision during the uncertainty that the COVID-19 lockdown (March 2020) has caused. This includes one-to-one sessions, support in appeals, tribunals and other meetings, training workshops and engagement with youth groups.

(For the full Videoconferencing policy please see: "Using Online Video-Conferencing with Service Users" policy).

### **Policy Brief and Purpose:**

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*Article 3.1 of the Minimum Standards states that: "The IASS' provides impartial information, advice and support in a range of ways including social media." It is for this reason that we are now focussing on expanding our scope and reach to include videoconferencing.*

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This policy has been written in response to the changes in how our service is provided. It is to ensure the privacy and confidentiality of our service users (in this case; children and young people) as well as our staff. Furthermore, it is to ensure our service is GDPR compliant.

Our Digital Coordinator and Administrator are in charge of this policy, overseen by the Service Manager. If you have any questions, please email [info@sendiassleicester.org.uk](mailto:info@sendiassleicester.org.uk)

### **Users**

- Host: SENDIASS Leicester staff who will identify themselves to all attendees (for a list of our staff, please visit: <https://sendiassleicester.org.uk/about/who-we-are/>)
- Children aged 15 and under
  - All children under the age of 16 must have consent from their parent/carer to speak with a SENDIASS officer through videoconferencing software.

- The parent/carer does not need to be present for the meeting, although we recommend that children and parents/carers work with us together
- If no parent/carer is available, SENDIASS will ask that a third party is present. This may be a trusted adult such as a teacher, SENCo, youth worker, or another SENDIASS officer
- Young People aged 16-24
  - Young People aged 16 and over can consent to their attendance without their parent/carer
  - SENDIASS may ask that a third party is present. This may be a trusted adult such as a parent/carer, teacher, SENCo, youth worker, or another SENDIASS officer

**Privacy and Security Settings**

- Full brief can be found in our “Using Online Video-Conferencing with Service Users” policy
- Videoconferencing will be supervised appropriately according to the child or young person’s age and ability.
- If a third party supervisor must leave the room/session, the session will be placed on “hold” until all parties return. This is controlled by the session host.
- Videoconferencing will take place via official and approved communication channels following a robust risk assessment, staff will be DBS checked
- All participants will be identified at the start of any meeting. Session rules and expectations will be laid out clearly.