



## **Using Online Video-Conferencing with Service Users: 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 has caused. This includes one-to-one meetings, support in appeals, tribunals and other meetings, training sessions and engagement with youth groups.

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

Our videoconferencing company policy provides a framework for using videoconferencing on behalf of SENDIASS Leicester.

Videoconferencing enables users to see and hear each other between different locations. This 'real time' interactive technology has many uses in education. Equipment ranges from small PC systems (web cameras) to large room based systems that can be used to facilitate whole meetings or class/training sessions. Examples of videoconferencing software that SENDIASS Leicester may use include; Zoom, Microsoft Teams, Skype and Google Meet. This list is not exhaustive.

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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 (which include; professionals, children, young people, parents and carers) 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/>)
- Professionals
- Parents and/or Carers
- Children/Young People (for a more detailed policy, please see our "Working with Children and Young People Digitally" Policy)

- Parents/Carers will need to provide consent that their child (under the age of 16) can access a videoconference with SENDIASS Leicester.
- Young People aged 16 and over can consent to their attendance without their parent/carer.
- Videoconferencing should be supervised appropriately for their age/mental capacity

### **Privacy and Security Settings**

- The host will email passwords or links to access meetings/training sessions. We will never share these links on social media.
- The host is in control of when users can join meetings. You may be placed in a virtual waiting room until the start of a session.
- The host may lock the session to prevent unauthorised attendees.
- Documents will be shared officially through email, and not the chat function. Never download or open any unexpected files.
- Private chat will be disabled and the host will save transcripts of the group chat at the end of the session. These are stored or destroyed within GDPR compliant means.
- We will not record any sessions (and recording will be disabled) to ensure confidentiality.
- We reserve the right remove any attendee, and ban users, if they do not adhere to group rules.
- Hosts and attendees should be positioned so that they cannot be easily overheard/overlooked to protect confidentiality.

### **Video and Audio**

- Attendees can access sessions without their video activated if they prefer.
- We may share our screen to show a presentation or document. Attendees will not be able to share their screen. If attendees need us to share something, they should speak to the session host prior to the meeting.
- We may ask audio to be muted and video to be turned off unless you are interacting. This is to help with bandwidth (especially in larger sessions), whilst reducing risks of breaching confidentiality. We will never unmute/turn your video on for you.

### **Group Rules**

- All sessions that SENDIASS Leicester host will include house rules. These rules will be sent out prior to any meeting for members to consent to before they receive the access link/password.

### **GDPR**

- The host will be the **data controller**
- The video conferencing provider acts as the **data processor**. We will ensure that any provider we use are **GDPR compliant**.
- Please see our **Privacy Policy** for more information on how we process your information.

***Review Date: Sept 2021***