Safely Does It

Tuesday 23 March 2021

www.digitalunite.com
www.digitalchampionsnetwork.com

Thank you for coming

A bit of housekeeping

- ✓ Do keep your video on if you can
- ✓ Everyone will be muted at the start
- ✓ Pop any questions in the chat as we go along and we'll be picking those up regularly throughout
- ✓ If you have a technical issue please put it in the chat
- ✓ We are recording this
- ✓ We'll be sharing the slides and notes afterwards PLUS our Zoom toolkit

Joining us today

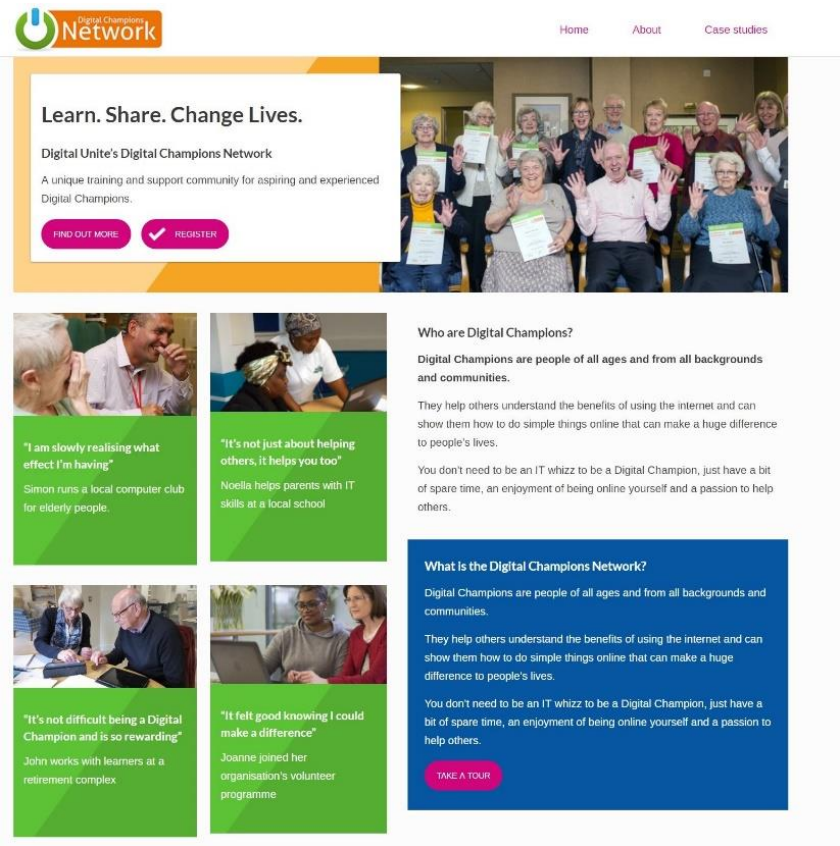
Phil Branigan

DU tutor and Digital Trainer

Jeni Kent

HealthWatch Islington

Digital learning and skills through Digital Champions



25 years of digital inclusion through skills

The only organisation that specialises in Digital Champion training and support

At our heart is our award-winning Digital Champions Network:

- Used by hundreds of organisations in the UK
- Combines training and development with project management tools.

Your burning questions

"How best to reassure your learner they are safe with you online?"

"What are the main things we need to be aware of?"

"If you notice a safeguarding concern in an online group session, what's the best approach?"

"Special issues to bear in mind when helping learners with health and mental health resources and issues".

"Best practice and guidance when remotely accessing people's devices – pros and cons"

"How to keep older people safe without alarming them?"

"Digital security for the silver surfer"

"What are the main things we need to be aware of?"

"When a client is using a background effect that prevents us seeing beyond the patient?"

"New safeguarding issues and how to overcome them"

"How can you reassure clients that remote support is secure?"

"How to keep staff and volunteers safe"

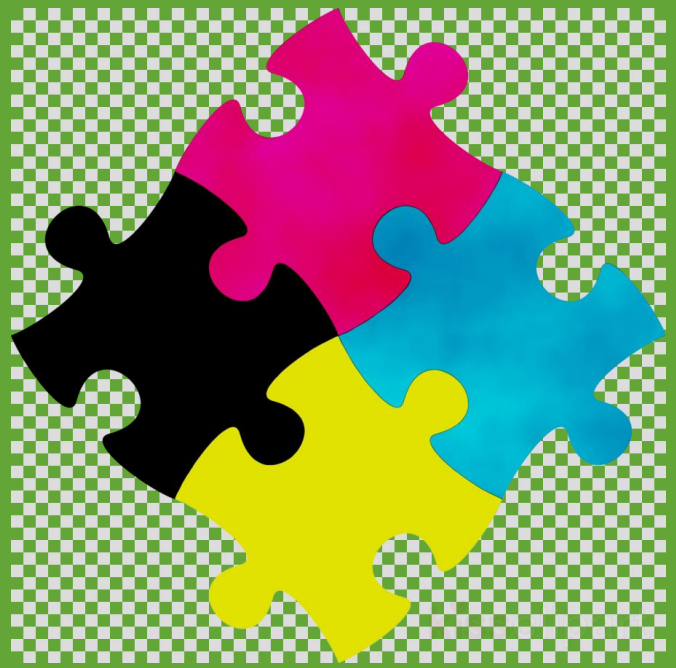
"What is the best way for people to keep their passwords safe?"

"Is there a safe way to view a client's screen?"

"How do you make sure clients are using Zoom safely?"

"How do you ensure you don't enter personal data?"

Today's session



- What is safeguarding
- The remote effect
- Safeguarding the Digital Champion
- Safeguarding the learner
- Do's and Don'ts
- Beyond the session

Quick poll

When was the last time you referred to or thought about your organisation's safeguarding policy?

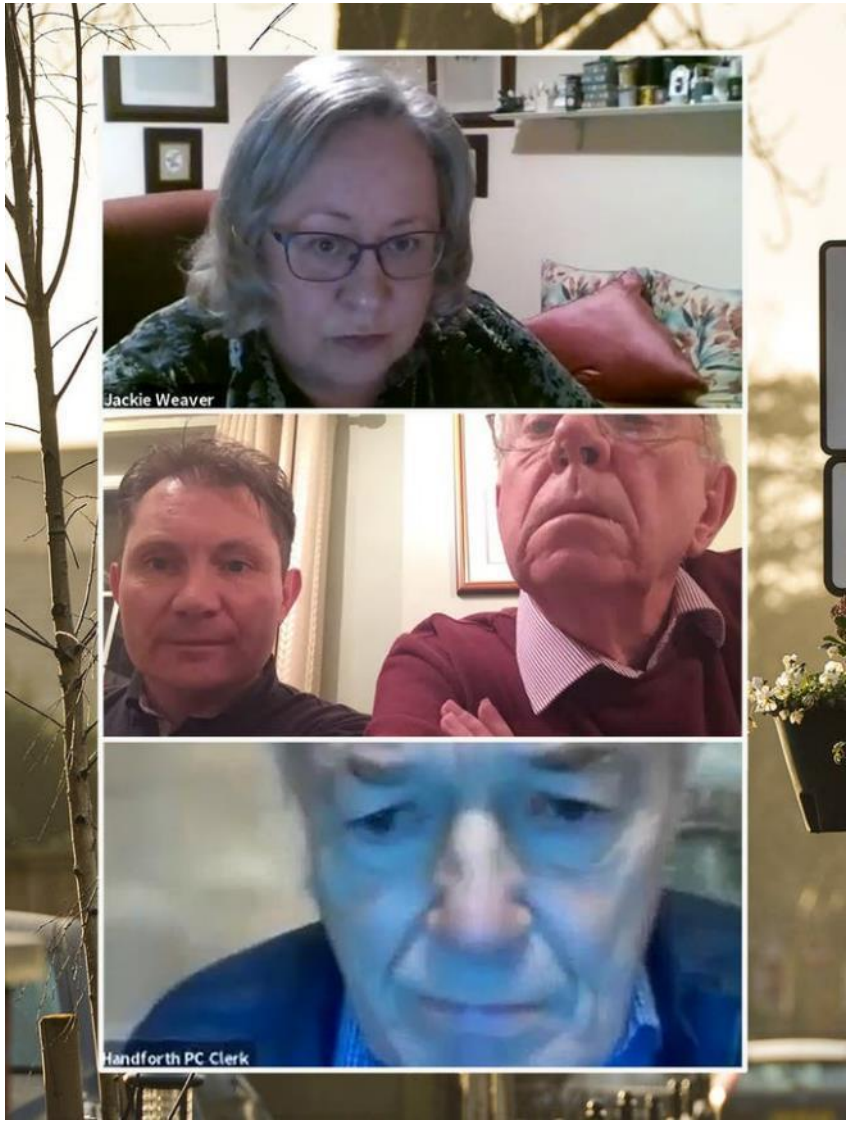
- In the last week
- In the last month
- In the last three months
- It's been quite a while
- So long, I can't remember
- What safeguarding policy?
- Something else

What is safeguarding…?

…Protecting people from harm and abuse

Remote digital skills support = developing practices and procedures to keep people safe before, during and after the sessions.

- When everyone understands there are safeguarding approaches, they feel protected
- Do it well and you'll be trusted as an organisation.



The remote effect

- Digital Champions and learners can often be alone during their sessions
- Safeguarding situations during the session are behind closed doors
- Personal situations are more likely to be seen or heard
- At home, people feel more relaxed and can let down their guard
- Data can be handled more carelessly
- People may behave differently online in a way they wouldn't in person

Some possible safeguarding scenarios

- Overfamiliarity
- Seeing passwords
- Keeping hold of data
- Sharing personal details
- Uncomfortable situations
- Welfare concerns

Safeguarding the Digital Champion

Prior preparation matters

Practice – set up procedures and timings

Policy – who to contact and how, if there's a concern

Connecting – ensure equipment is secure and up to date

Safety in Numbers – collaborative working is safer

Safeguarding the Digital Champion

During the session

Listen – everyone has a different style

Educate – things change rapidly, allow time for training

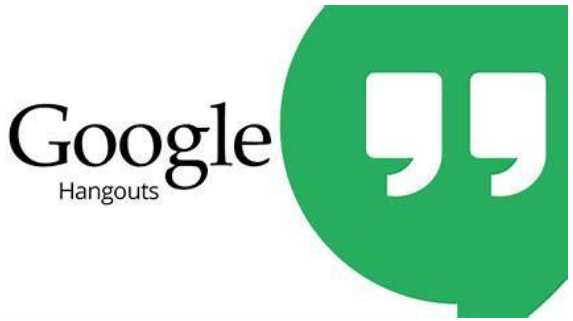
Remain human – mistakes happen

Safeguarding the learner

- ✓ Make them aware of the organisation's policies
- ✓ Never give a personal assurance of confidentiality
- ✓ Stay professional at all times
- ✓ Be patient and listen, don't be afraid to repeat
- ✓ Expectations – let them know in advance if possible
- ✓ Follow up the session - don't leave learners hanging

Useful teaching tools and how to use them safely

- ✓ Keep device software up to date – make sure it's appropriate
- ✓ Learn how to use tools e.g. screen sharing
- ✓ Where possible use private password protected sessions

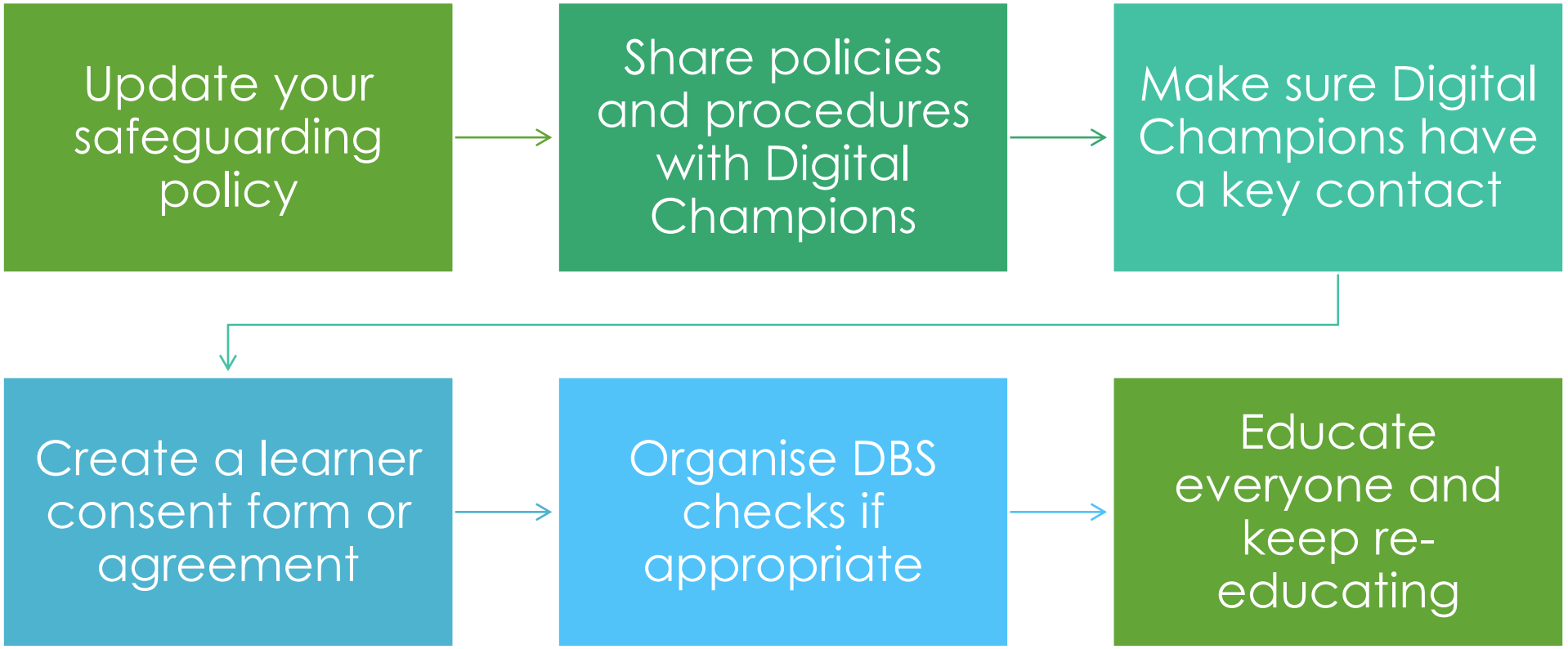


Important Do's and Don'ts

- 👍 Do always keep up to date
- 👍 Do use reliable verified resources e.g. Gov.uk website
- 👍 Ask for help

- 👎 Don't assume/presume
- 👎 Don't be afraid of change

Safeguarding and remote education during coronavirus (COVID-19) - GOV.UK (www.gov.uk)



Beyond the digital skills session

healthwatch Islington

Tales from the frontline

Healthwatch Islington

- **Recruitment** – due to this remote process and our commitment to safer recruitment, we refined our application form and interview questions. All successful candidates provide two references, get an enhanced DBS check and attend our 3 induction training sessions (including one on Safeguarding).
- **Training** – as part of our safeguarding training we look at case studies, some based on real life scenarios. We also focus on the 'grey area' around safeguarding and highlight how Digital Champions should record and report such situations
- **Boundaries** – during training we highlight the importance of boundaries to our Digital Champions. We don't expect them to be available to learners outside of their scheduled sessions.
- **Confidentiality** – we talk to our Digital Champions about maintaining confidentiality while volunteering from home – using headphones, working in a private space, thinking about what is open on your screen if you are going to share your screen.

Healthwatch Islington

- **Data protection** – working remotely means sharing more personal information via email etc. We only share necessary information about learners with our Digital Champions and this is always in a password protected file.
- **Keeping Digital Champions and learners safe –** Digital Champions do not use personal email addresses, phone numbers or Zoom accounts. We provide DCs with a sim and a centralized email address and zoom account which are monitored by staff.
- **Feedback and support** – both learners and Digital Champions complete feedback forms at the end of each session. We also offer all Digital Champions supervision and are setting up a Digital Forum. A staff member is always available during sessions & can be contacted afterwards.
- **Policies and procedures –** On top of our existing policies and procedures we have developed some simple dos and don'ts documents for our Digital Champions and learners to illustrate the remits of the support we offer

"We didn't think we could do this a year ago – but it can be done and we've had some fantastic feedback from our learners."

Some useful resources

- Digital Unite - guides on being a remote Digital Champion
- Digital Unite – choosing a password
- Digital Unite – using Zoom to provide digital skills support
- NCVO – Safeguarding
- NCVO – If you're worried
- Catalyst – Digisafe
- Gov.uk – Safeguarding and remote education

Another quick poll

Now, thinking about safeguarding, let us know what you might do next (you can choose more than one).

- Update my organisation's safeguarding policy
- Look at my organisation's safeguarding policy
- Check out the safeguarding resources shared here
- Talk to my team about safeguarding training for our Digital Champions
- Promote better safeguarding approaches for remote digital skills support
- Something else

Time for questions

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Digital Champions Network

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Our next webinar

Connecting Older People

Tuesday 20 April at 12pm

Register today!

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Thank you for coming

We'd love to know what you thought about today's session

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