



Moving your service to a digital delivery model in response to Covid-19 lockdown measures

Introduction

Covid-19 has presented a huge variety of challenges for people and organisations across the globe. The impact is keenly felt by the Third Sector and the many people who are reliant on services delivered by charities that have had to stop in response to Government guidance to limit the spread of the virus. Many Third Sector providers are going through the process of digital transformation, moving services to online platforms to maintain contact with vulnerable users at a time of great need for all. The following content is some shared learning that John Lyon's Charity has collected from its grantees and other Third Sector organisations from their journey into digital delivery.

Considerations prior to venturing online

Below are some factors that organisations should think about prior to moving online. It is important that senior management at organisations work closely with their Trustees when deciding to digitalise services and the practical considerations and internal impact of moving to online delivery.

Key requirements checklist

- Evidence base – what is the rationale for moving online? This needs to be clear and not just a case of doing it because everyone else is. Think of your service and what your service users will gain.
- Professional – are you delivering a service that has a particular framework behind it and are there existing resources to support moving to a digital platform. You may also need to consider specific elements of your service you will need to adapt to remain compliant with any frameworks or legislation which impacts your service e.g. BACP for counselling.
- Legal – is your organisation ICO registered and compliant with GDPR law? Every organisation or sole trader who processes personal information needs to pay a data protection fee to the ICO, unless they are exempt. There may also be an impact on your GDPR processes and how you process data so you remain compliant.
- Insurance – does your insurance policy need to be amended for new delivery? Do you need to add something?
- Check Policies and Procedures – this applies especially to Safeguarding. Most organisations will have to review and have this signed off by the appropriate staff or trustees before delivering.



- Risk Register (RR) – delivering online will completely change your RR. This should be a live document and revisited almost daily to reflect emerging risks as you move online by all staff not just senior managers or have a process where staff can feedback daily to the organisations leaderships.
- Business Continuity Planning – This should also become a live document revisited daily. This is essential for planning short and medium term phases of delivery.
- Service review – What are the risks of digitalising your service and what tools can you take advantage of to deliver with?
- Partner service and crisis service mapping review – what is happening in your local area? Can you work together with another local service? Can you learn and share knowledge with another local organisation?
- Finance and funding – consider different models to manage cash flow and finance in the short and medium term.
- Workforce – are staff and volunteers able to work online? Hardware, software needs, upskilling them and the impact of Wellbeing of your staff. Organisations should be aware of potential for staff burnout and digitally unsure and unconfident staff.
- Staff training – are there any specific skills that staff may need to acquire before delivering sessions digitally.

Online delivery and what you need to think about?

There are several free resources available to organisations to help them plan delivery of online content. How you deliver very much depends on what you are delivering and how that can be translated online and using what tools. For example, you could pre-record sessions to distribute to beneficiaries or you could choose to deliver live interactive sessions. Below are some external links which are helpful for adapting services for digital delivery:

<https://learning.nspcc.org.uk/safeguarding-child-protection/online-safety-for-organisations-and-groups>

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/working-online-with-cyp-faqs/>

<https://breezeculturenetwork.org/online-safeguarding>

<https://swgfl.org.uk/magazine/what-you-need-to-know-professionals-and-parents/>

Which platforms should I user?

It is difficult choice when thinking about which digital platforms you can use to deliver online content and it may be confusing thinking which are the best. Finances, accessibility and features will



all influence your decision. Below are links to the Met Police breakdown of various social networking platforms and tools with essential need to know information. Also, there is a link to a comprehensive review of platforms shared by the Proud Trust and a Digital Delivery guide which has been kindly shared by Mosaic LGBT Youth Centre.

Some popular pieces of software do contain additional functionality that can enhance the security of the platform, such as pin numbers or secure rooms.

<https://www.net-aware.org.uk/networks/>

<https://youngharrowfoundation.org/images/downloads/ypfWebsite/LGBT-Digital-Youth-Work-Suite-of-Resources-Produced-by-The-Proud-Trust.pdf>

<https://youngharrowfoundation.org/images/downloads/ypfWebsite/Digital-Delivery-MOSAIC.xlsx>

Partner suggestions

The following safeguarding and best practise suggestions have been made by organisations funded by the Charity, members of the Young Peoples Foundations working in the Charity's Beneficial Area or best practise which is being shared around the sector.

- Case management system (CMS) – If you are working with individuals or intending to work with individuals going forwards it is strongly advised that you have a case management system so you can track activity with individuals and are able to handover to a member of staff in the event of absence.
- Have service users sign up to a code of conduct clearly identifying what is and what is not acceptable when engaging with your organisation. Existing codes will need to be updated and re-adopted by young people and possibly parents.
- One to One and Group work – both approaches have been well received but there are considerations needed for both. Ground rules for each setting need to be carefully made clear.
- When using video platforms:
 - Require participants not to use video in their bedrooms and to appear dressed for the day i.e. not in pyjamas. Same goes for staff.
 - Staff delivering from home – recommendations include blurring the background of your home or delivering with a blank wall behind to protect staff personal space in the home.



- Record activity and store them safely in a place where only senior management have access. This is good practise in the event of any safeguarding issue and to ensure staff have a record of live exchanges.
- Age appropriate video content – think carefully about what you are producing. Is it to a closed group or openly available and who is the target audience?
- Live interactive sessions or pre-recorded sessions – consider which is best and most appropriate for your organisation and the children and young people who would be accessing it. Different safeguarding measures should be in place for the different kinds of engagement.
- Using Social Media – several organisations have recommended that any contact be done through organisation social media accounts i.e. not the personal accounts of staff.
- Ensure staff and young people have clearly set boundaries as part of any online delivery.



APPENDIX 1 – Useful Links

Distance Learning Safeguarding training courses (with thanks to London Funders for suggesting these):

- <https://learning.nspcc.org.uk/training/introduction-safeguarding-child-protection>
- <https://learning.nspcc.org.uk/training/child-protection-safeguarding-sport>
- <https://learning.nspcc.org.uk/training/online-safety>
- <https://learning.nspcc.org.uk/training/safeguarding-young-adults-16-to-25-year-olds>
- <https://learning.nspcc.org.uk/training/safeguarding-charity-trustees> -
- <https://learning.nspcc.org.uk/training/safeguarding-children-with-send>
- <https://learning.nspcc.org.uk/training/safeguarding-awareness-course>
- <https://learning.nspcc.org.uk/training/harmful-sexual-behaviour-hsb-schools>