Digital, Safeguarding and Privacy

This factsheet is designed to accompany our digital safeguarding sessions. We've had a host of questions regarding staying safe online. Some of these have been about data protection and cyber security whilst others are more about safeguarding.

This factsheet aims to provide a starting point for digital safeguarding and will cover five key areas:

1. Privacy and ease of use
2. Personal data / Data Protection
3. Confidentiality
4. Safeguarding vulnerable groups, including children and young people
5. Reporting Online Safeguarding Concerns

Privacy and ease of use

At the moment there is a big debate about balancing the risks of privacy with ease of use of various digital solutions. Video conferencing platforms like Zoom can be set up so that anyone with the right link can join the meeting or conversation. This is a great feature to make something easy to access but it can also result in unwanted intrusions (known as Zoom Bombing). You will want to set up processes so that only authorised people can join your meetings. For example setting passwords, only sending meeting invites to known email addresses or making sure that people book on in advance. Most platforms including Zoom offer these features and at Salford CVS we have written blogs and factsheets on using Zoom.

Keeping personal data safe / Data Protection

The advice remains the same as prior to COVID-19. You should only capture the data you need and ensure that it is kept safely and securely. To support digital delivery you may need to update your privacy notice as some of your processes may change e.g. collecting additional information (email address) or your data going outside of the EU (e.g. due to using video conferencing). The ICO has a resource

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[hub](#) with useful assets and frequently asked questions. If you have any specific queries, please don't hesitate to get in touch with us.

Confidentiality

Some charity services such as counselling require a high degree of confidentiality. You should have clear processes in place to ensure your staff are using online channels securely. It is important to also consider the need for a service user to ensure privacy at their end of the conversation – this can be difficult when people are confined to their homes. Finally, when sending appointment reminders take into account that service users may be sharing devices. Some of this is about using your common sense and not over thinking things. You wouldn't record a session held physically in your offices (you'd just take notes) so why do you need to record it now?

Safeguarding vulnerable groups

Your safeguarding policies will likely remain broadly the same but you may need to review them and update them for online delivery. Be clear about the service you're offering and ensure that both staff, volunteers and individuals are aware of this including its limits and boundaries. Make sure staff are aware of where to signpost people to if there is a need for additional support beyond what you can offer e.g. the Spirit of Salford helpline. Also look at mechanisms for checking-in with your staff and volunteers as they are may be dealing with more problems and queries than usual.

There are extra considerations to be made when working with vulnerable groups. The [NSPCC has created a comprehensive set of guidelines for working with children and young people](#). There are also issues regarding parental consent for those under 13 accessing digital services. There are e-signature tools that can help with this. You will also want to ensure young or vulnerable people who are accessing online services are protected from harmful content, scams or cyber bullying.

Reporting online safeguarding concerns

You should continue to follow your organisation's child protection / safeguarding policy when reporting any safeguarding concerns.

Grooming, online sexual abuse and exploitation

If you are worried that a child is being groomed or sexually abused online, you should report this to the Bridge on 0161 603 4500.

Children can continue to report to CEOP via the [safety centre](#) where they will be supported by a specialist child protection worker at CEOP if they feel can't report, or do not have, a trusted adult.

You can provide children with direct access to our safety centre by embedding the ClickCEOP reporting button in your organisational website. Email ceopeducation@nca.gov.uk with your website's URL to gain access to guidance on how to embed it.

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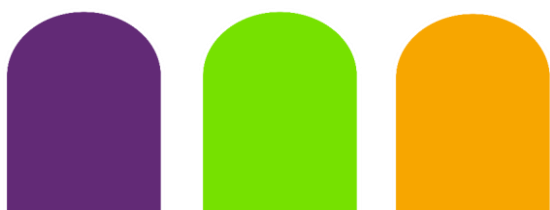
If you are worried that a vulnerable adult is being groomed or sexually abused online, you should report this to the Adult Contact Centre on 0161 631 4777 or email worriedaboutanadult@salford.gov.uk.

If a child, young person or vulnerable adult is in immediate danger, please call 999. Parents should also report to the police.

Reporting indecent images

Adults can continue to report indecent images of children to the Internet Watch Foundation. The IWF is running at a reduced capacity which may lead to a delay in responding to reports.

Children can report if their nude images have been shared on the internet through NSPCC's Report Remove tool.

Fraud and cybercrime

Fraud and cybercrime can still be reported through Action Fraud. Action Fraud's contact centre is running a reduced service. In an emergency, you should always call 999.

Terrorist or violent extremist content

If you receive any dubious emails – including those claiming to offer support related to COVID-19 you can report them to report@phishing.gov.uk. The NCSC's automated programme will immediately test the validity of the site and any sites found to be phishing scams will be removed immediately.

Terrorist or violent extremist content can still be reported via Action Counters Terrorism's (ACT's) reporting tool.

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Appendix – Useful Tools, Resources and Case Studies

Guidance on privacy and security

- [Get Safe Online](#) has a good set of videos covering key issues on how users can keep themselves safe online covering everything from scams to cyber security

- [Information Commissioners Office](#) – A range of resources aimed at support groups and organisations

- [10 steps to cyber security](#) – Guidance on how organisations can protect themselves – by National Cyber Security Agency

- [National Crime Agency Computer Misuse Leaflet](#) – This leaflet aimed at young people helps explain the computer misuse act and how they could be breaking it

- [Scams and Fraud](#) – We have collated a page on our website detailing sources of information and support relating to scams and fraud including those that take place online.

Resources for working with children, young people or vulnerable groups

- [Guidance from NSPCC](#) on online safety and safeguarding for organisations working with children and young people

- [Online Compass](#) – simple traffic light tool to show where you are, what you need to do and provides advice and guidance on your policies & procedures particularly focused on keeping young people safe online.

- [Going Digital](#) – A beginner's guide to adding online support to your young people's mental health and wellbeing service from the Youth Access DigiTalk project in Camden

- [Connect Resound Safeguarding: synchronous online music tuition](#) – A resource developed to support safeguarding for online music tuition with a wealth of information applicable to working with groups of children.

- [LTA Safeguarding Guidance for Livestreaming Activities](#) – A guidance document produced by the LTA aimed at Sports Coaches.

- [Digital & Online Youth Work](#) – toolkits, resources and workshops – by YouthLink Scotland, the National agency for youth work

- [Staying Safe on Social Media and Online](#) - This guide from the Mental Health Foundation includes tips for people with learning disabilities on how to stay safe in social media and online in an easy read format

- [Mencap Safe Surfer Programme](#) – Online training aimed to support people with a learning disability to know what personal information they should share online, how to protect their personal data and surf the web safely.

- [Salford Safeguarding Children's Partnership Website](#) – Holds a range of local information and resources

- Salford Safeguarding Adults Board – Again a range of resources linked to

Resources from counselling based organisations

- BACP Guide to Working Online - Guidance from the British Association for Counselling and Psychotherapy.

- Guidance notice for Therapists from the Association for Counselling and Therapy Online (ACTO)

Resources to help children and parents when accessing services online

- BBC Own It – advice and information for children by children about online life

- ThinkUKnow – advice & animations for children about staying safe on a phone, tablet or computer – by National Crime Agency

- LSE Data and Privacy Online – An online toolkit co-designed by young people exploring data and privacy online

- Net Aware – Aimed more at parents it is great resource give details of the potential risk of a range of popular online games and apps

- Learning Disabilities, Autism and Internet Safety: A Guide for Parents – This guide produced by Mencap is designed to help parents with internet safety.