



Online Groupworking Policy

Approved by Stand-by-Me Trustees: 9 Nov 2020

To be reviewed: 9 Nov 2021

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1.0. Policy Brief & Purpose

This policy sets out how the Stand-by-me Online Groupwork Programme (OGWP) will be run to ensure the safety of children and young people attending the Online Groupwork Programme and of the volunteers and staff running the Programme.

2.0. Scope

This policy covers all volunteers and group leaders working on the Stand-by-me Online Groupwork Programme.

This policy is intended to be read in conjunction with our Safeguarding policy.

3.0 Online Assessments

- Two staff members will sit in on the assessment and written notes will be logged accordingly and password protected.
- Any relevant information needed such as RCADs, CBSQ forms will be emailed out prior to the appointment being made.

4.0 Consent

- Any young person attending the online groupwork programme will have been assessed for group and deemed suitable.
- Parents will receive guidance around the OGWP (Appendix B), information about confidentiality, and a consent form (Appendix A). These will need to be read, agreed, and returned in sufficient time prior to start date.
- Resources will only be sent to families once consent forms returned.



5.0 Working with the Online Groupwork Programme

5.1 Competence

- All group leaders will have received online training and be confident in working in this way. They will be familiar with the programme and competent using the required platforms to deliver the programme.

5.2 Group protocols

- Stand-by-me volunteers and Group Leaders must ensure they are in an appropriate environment to deliver groups. E.g.: in a quiet confidential space with a neutral background
- 2 adults must be present in each breakout room

5.3 Supervision

- All Group leaders and volunteers working online will have access to online supervision where necessary.

6.0 IT Security and Accessibility

6.1 Security

- All laptops, computers being used for online assessments should not be personal equipment or accessed by anyone else other than Stand-by-me Employees.
- All laptops/pc's must be password protected, have suitable virus protection and encrypted email systems.
- They must have a secure communications platform such as Microsoft teams when working with families.

6.2 Accessibility

- All participants, volunteers and group leaders must have access to a computer/laptop webcam, microphone, and stable internet connection.
- Families with no access to the required equipment may be issued with a Stand-by-me tablet for the duration of the groups.
- If families require equipment to be loaned, the parent/carer must sign an Equipment Usage Agreement (see Appendix C)



7.0 Safeguarding

- All group leaders will be familiar with safeguarding procedures around online working and confident in responding to anything of concern in line with the Stand-by-me Safeguarding policy.
- All volunteers will have attended Safeguarding Training. This is to be updated annually.
- All volunteers will have read and understood the Stand-by-me Safeguarding Policy
- If a child leaves the group during the session they must inform the group leader. If the child does not return within the expected time, a phone call will be made to the parent/carer.



Appendices



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Appendix A:

Online Group Parent/Carer Consent Form

111 Walsworth Road
Hitchin
SG4 9SP
Tel: 07469 255139

PARENT/CARER CONSENT (online)

Note for Parents/Carers: if young person under 18 please complete both parts, if over 18 please complete emergency contact details only

Young Person's name.....

Date of Birth

Address

.....Postcode:

This will operate in accordance with Stand-by-me policies and procedures for safeguarding, health and safety, GDPR, Confidentiality and consent.

We ask that you sign to the consent form overleaf for them to attend the Stand-by-me Online Groupwork Programme **and include appropriate emergency contact details and details of any relevant medical condition.**

Thank you
Stand-by-me Bereavement Service

I hereby give consent for to attend the online bereavement groupwork sessions.

My child has access to a PC/laptop/tablet (with webcam, microphone & stable internet connection) that can be used to attend Stand-by-me group sessions:
Yes / No

Signed..... Print.....

Date.....



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Parent/carer Contact Details

My name.....Contact No:

Relationship to child/young person.....

Address if different from overleaf:

.....

Email address:

I do / do not*(delete as applicable) consent to the above details being held on our database so that we may contact you about future events.

Signature.....

Date.....

Essential information needed:

Emergency contact details.....

Name of contact.....

Relationship to child/young person.....

Additional needs (particularly those that may impact on your child’s ability to participate in the online groupwork sessions):

.....
.....

How Information about your child will be used:
We will use your child’s information to provide them with Stand-by-me Bereavement Support services. We do not pass any information to a third party unless in the event of a safeguarding concern or medical emergency.



Online Groupwork Programme Agreement

Stand-by-me Bereavement support is committed to ensuring children and young people are able to access our online groupwork programme safely and appropriately. We therefore ask you to commit to the following:

- Your child/ren have a safe, quiet room, free from interruptions where they can attend the online group sessions
- Recording is not allowed
- Your child/ren will avoid running in and out during the session as much as possible (Toilet breaks are permitted)
- Your child/ren will be dressed appropriately (fully dressed, no pyjamas)
- For primary aged children, a parent/carer will be in close proximity throughout the session
- Please let us know the name you will be logging into the session (if different from your own). If we do not recognise your login then we won't be able to admit you to the session.

I understand and agree to comply with the above requirements.

Signed..... Print.....

Date.....



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Privacy Statement

How information about you will be used

We will use your information to provide you with Stand-by-me Bereavement Support services. To continue to receive these services and information from us, please complete the form below.

We do not pass your information on to any third party unless in the event of a Safeguarding concern or a medical emergency.

Under Data Protection Regulations, we are required to ask you to give us permission to contact you. As you have chosen for your child/ren to use our services, we will need to send you information about our activities, by post, telephone, email and text message. Please tick the box below to give your consent.

I agree for Stand-by-me to contact me as above:

In order to ensure that your child is able to access appropriate support in school we request permission to contact your child's school to let them know your child is participating in or has completed the Stand-by-me Groupwork Programme. Please tick the box below to give your consent.

I agree for Stand-by-me to contact my child's school as above:

If you need any further information, please write to us at: info@stand-by-me.org.uk or at Stand-by-me Bereavement Support, 111 Walsworth Road, Hitchin SG4 9SP

Your declaration

I understand the following:

- You will use the information I have provided to engage with me regarding a child/ren for whom I have parental responsibility, concerning their engagement with Stand-by-me Bereavement Support
- You will not share my information with any third-party organisation, other than in a Safeguarding or medical emergency.

I declare that the information I have given on this form is correct and complete.

Parent/Guardian/Carer Signature:		Date:	
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The Information Commissioner's Office is the regulatory authority. If you are unhappy about how your data is being kept/used, you have the right to make a complaint to them directly



Confidentiality: Keeping you safe at Stand-by-me

At Stand-by-me we understand that trust is important and we want to support you in the best way we can. We know that you need to feel safe talking to us knowing that no one else will find out. However, sometimes if we are worried about you or another person's safety, we may need to get you help. This information sheet tells you all about confidentiality at Stand-by-me and lets you know when we may have to breach that confidentiality to keep you or someone else safe.

When might we tell someone?

We're here to support you and your family when dealing with a bereavement. We know that you may want to discuss things you wouldn't normally share with others, which is why it's really important that you know whatever you say is confidential and stays between you and Stand-by-me. However, there may be circumstances where we would need to tell someone else, such as:

- You ask us.
- If we think your life or someone else's life is in danger
- You're being hurt by someone in a position of trust like a trusted adult, a family member, a teacher,
- You tell us that you're hurting yourself or another person.
- You tell us that someone else, who is being hurt, is not able to tell someone or understand what is happening to them.



What notes do we keep?

When we first speak to you, your parent or carer, we may write some notes about our conversation. They are used to help us understand what you're going through and support you during your time with us.

These notes are kept safe at Stand-by-me and destroyed once they are no longer needed.

What happens if we tell someone?

We will always think carefully and try to let you know before we decide to pass on something you have told us to. If we do make the decision to pass on your information, there are a few things that might happen:

- Your details may be passed on to people who'll be able to get help to you, like the ambulance service.
- We may ask the police to come and check on you, or take action to make sure that you are safe.
- If you've told us that someone else is in danger, we may need to get them help. Sometimes the only way of doing that will be to contact you and ask you for more details. It may be the police that help us with this.
- We may tell social services to arrange to speak to you and see how they can help you. They would want to protect you and other young people.

Final Version—9/7/20 CM

Stand-by-me Online Group Programme

We want everyone who attends the Stand-by-me online group programme to feel safe and supported. To do this we ask all group members and group leaders to follow a few important rules.

Please make sure you are dressed appropriately
(*fully dressed and no pyjamas*)

Please make sure you are in a safe space, free from interruptions where others who are not part of the session won't overhear what is said by other group members

Please do not record the sessions

For primary-aged children, please make sure you have a parent/carer close by during the session.

We want you to feel comfortable and happy to join in, so please let us know if you have any worries or difficulties about attending the online group

Remember to respect each other. Try not to speak over one another so that everybody has a chance to talk.

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Final Version—9/7/20 CM

Approved by Trustees TBC. Draft 25/9/20 CM

APPENDIX C

Equipment Loan Agreement

Stand-by-me agree to provide the following equipment on a temporary loan-only basis for the duration of the online group your child is attending.

	Item details	Date issued	Date returned
Equipment type			
Make /model			
Serial No			
Accessories (e.g. Charger etc)			

To be completed by parent/carer:

- I agree to keep the above equipment in good order
- For internet enabled equipment (e.g. Tablets): I agree the equipment will be used to access the online Stand-by-me Group programme **only**.
- I agree to return the equipment at the end of the group programme.
- I agree to return the equipment (together with all accessories) in the condition it was received

Name of child.....

Signed by parent/carer.....

Print name.....

Date.....