Connecting generations online.
Safely.

Generations Working Together

www.generationsworkingtogether.org

Contents

Acknowledgements

As the impact of the COVID-19 pandemic on towns and cities across the UK intensified, the need to link business support to community need has never been more urgent. To meet this demand Business in the Community (BITC) formed the National Business Response Network which matched community needs with the right business support. BITC Scotland sought out local needs such as those faced by Generations Working Together (GWT). BITC took the time to understand the need in detail and assessed the Business offers of support to make the most appropriate match. Verizon came to the fore as a result of their strong social responsibility and philosophy, providing support to GWT to fully understand online safeguarding. This was our starting point and Verizon's capability and enthusiasm to assist GWT flourished, one demonstration of the outcomes is this guide to support the fundamental work of GWT. We are thankful for the time that Verizon has volunteered in researching and producing this guide with us.

BUSINESS IN THE COMMUNITY

The Prince's
Responsible
Business Network
Scotland

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Who we are

Generations Working Together (GWT) is the nationally recognised centre of excellence supporting the development and integration of intergenerational practice across Scotland.

By intergenerational practice we mean projects, activities or events where people of different generations who might not otherwise meet each other do things together in positive and creative ways. Intergenerational practice includes any activities which purposefully ignore, remove or break down social, environmental, cultural or institutional barriers between the generations. For this approach to work we have to create spaces for older and younger people to meet, get to know each other, share creative ideas and skills, learn new skills, work together to identify solutions for problems and challenges in their communities.

GWT operate both locally and nationally providing training opportunities, resources, organising events and facilitating network opportunities to enable high quality intergenerational activity to take root and to flourish. We have over 3200 members across Scotland and support 18 local intergenerational networks which meet on average between two to four times a year. The networks meet face to face/online and cover all of Scotland, from the Scottish Borders to the Highlands and Islands. They comprise a rich mix of community and public service groups (volunteers and paid staff) that currently use or want to learn how to use intergenerational approaches for the benefit of local communities and the people who live there.

Our response to Covid-19 was aided by additional funding allocated by the Scottish Government giving us much needed resources to engage with members and communities, to find practical ways through technology, paper, telephones, radio and television to reconnect younger and older generations. Part of this response saw the creation of a [new directory of resources for intergenerational work](), additional support given to care home staff and the opportunity to build partnerships with private businesses and tech companies like BITC and Verizon who volunteered their time to research and produce this guide.

Why do we need a guide?

This guide was formulated whilst Scotland experienced the global pandemic of Covid-19 which has impacted on all our lives in ways we could never have imagined.

Intergenerational practice has been massively affected. Most of the established projects and initiatives relied heavily upon face-to-face contact and were set in group contexts. Many projects involved vulnerable older people in care settings. The need to halt the spread of the virus and protect lives brought these to an immediate halt.

As the country moves from the phase in which the focus has been on suppressing the virus into recovery, the field of intergenerational work must develop new and innovative ways of working towards its vision for a Scotland in which different generations are more connected, and everyone has the opportunity to build relationships that help to create a fairer society.

Staying connected to family and friends across the globe and keeping in touch from a distance requires a level of tech literacy. This pandemic has provided many with the motivation to get online, many for the first time. For those already isolated, increased use of technology through Facebook, Zoom, Google Meet and Microsoft Teams can provide more frequent, informal contact resulting in richer interactions.

However video communication although rewarding and productive does requires organisations to obtain consent, prioritise privacy and ensure that appropriate policies are in place to protect participants.

Therefore, the three biggest challenges are how do we do this safely, how can we provide support to people to raise levels of confidence and knowledge, and how can we connect people to access online devices.

This document therefore intends to set out guidance on mitigating the risk and providing online services in a safe and compliant manner and provides signposting for people to access further online training and devices.

Laws & best practices

Guidance and laws from the following bodies and organisations listed below were studied and we were able to reach the overarching conclusion below:

There is no active or proposed legislation or guidelines that prohibit video communication with children, provided appropriate steps are taken to minimise risk of harm, safeguard privacy and document the measures.

UK Government, Department of Culture, Media and Sport: White paper published for consultation in relation to reducing online harms, available here. Focused on the harms of grooming and discusses mitigation or nullification of these through supervision, screening and permission.

Scottish Government, Child Protection: The Scottish Government is in the process of refreshing its guidance for child protection in Scotland. The current guidance is from 2014 and can be found here. It is primarily designed for professionals working with children and relevant processes and procedures relating to child protection concerns, and focuses more on at-risk children and social work/policing. No mention of digital or rules pertaining to images of children but overall suggests that UN Convention, UK DPA and GDPR apply in full.

UK Information Commissioner: Code of practice for online services available here. It provides guidance in relation to GDPR and the Data Protection Act and is rooted in the UN Convention on Rights of the Child (UNCRC). This code is not in force and is subject to Parliamentary approval though it reflects general consensus on best practice. More detail for small businesses available here. The code helps ensure that the best interests of the child are the primary consideration when designing and developing online services with the following practical recommendations:

- Settings must be high privacy by default
- Minimum personal data should be collected and retained

- Children's data should not usually be shared

- Geolocation services should be switched off by default

- Nudge techniques should not be used to encourage children to provide unnecessary personal data, weaken or turn off their privacy settings.

5Rights Foundation: Guidelines on service design available [here](#), primarily focused on the communication tool itself (i.e. Google Hangouts, Zoom etc). The foundation is working with the Institute of Electrical and Electronics Engineers (IEEE) to create a suite of standards for Age Appropriate Digital Services, although timescales are unclear at this stage.

Responsible bodies & further information

Childnet
Further help and advice on online best practices can be provided by Childnet. They operate the Professionals Online Safety Helpline.
Website: www.childnet.com
Email: helpline@saferinternet.org.uk
Hotline: 0344 381 4772 (Monday to Friday: 10am-4pm)

National Crime Agency
National Crime Agency's Child Exploitation and Online Protection Command (CEOP) provides a framework through which risk of, and actual harm can be reported.Detail available here: www.ceop.police.uk/safety-centre

Internet Watch Foundation
The IWF is the relevant authority for reporting, assessing and removing child sexual abuse material on the internet as per the memorandum of understanding between the Crown Prosecution Service (CPS) and the Association of Chief Police Officers (ACPO) - now the National Police Chief's Council (NPCC) - linked to Section 46 of the Sexual Offences Act 2003.
Website: www.iwf.org.uk

Guidelines

We recommend participants comply with the following guidelines:

- Ensure that all participants are fully and appropriately dressed. Be mindful of what is visible in the background of your video image. It's best practice to not conduct calls from children's bedrooms

- Get express consent from parents/caregivers for participants under 16

- Avoid sharing of personal, account, financial or sensitive data

- Record sessions or have an additional representative on the call so that any reported issues can be verified or investigated. Note that the storing of any recordings must be in accordance with GDPR legislation

- Report misuse of the platform, privacy or safeguarding concerns immediately to the organiser and the relevant authorities

- Always make a note of the conference timing and who participated, including those that arrived/departed early or late

Check out our [Directory of ideas and activities](#) for tips on engagement.

Consent Form

Video communication with children and young people is consistent with all active and proposed legislation and guidelines, provided parental or carer consent is given in advance of the activity.

Given the challenges of the pandemic and possible issues with access to a printer, we recommend using a digitally signed document to obtain consent.

We have provided a template at the end of this document, which can be copied into an online document for signature. Note that it is best practice to also obtain the consent of the young person and ensure they have acknowledged the behavioural guidelines above intended for their protection.

Free online templates can also be found at the following website: [Soda PDF Online](#), [JotForm](#), [Hello Sign](#), [Docusign](#)

How to connect safely

Before setting yourself up with the right software, don't forget to check that participants have access to the right equipment. Some people may not have a smartphone, computer, webcam or a microphone. This can be overcome by using the dial in function - this means someone can dial a number from their landline and listen and take part in the call.

Based on security, performance and accessibility, we think Google Meet is the most suitable platform. However, if your organisation already uses Zoom, or has a Microsoft 365 account, it could be easier and more cost-effective to use those platforms instead. For comparisons of the top five video conferencing platforms, see this article.

For families, Net Aware provides breakdowns on safety concerns for a wide range of applications: www.net-aware.org.uk/networks, and Children 1st have a guide on parental controls.

Setting up a Google account for a child

If you are a parent or caregiver, Google for Families gives you the ability to create a Google account for children and manage it on their behalf. Read the how-to guide.

Setting up a Google account for an adult

For adults and staff, Google Meet meetings can be accessed using a standard account. Instructions here: Create Google Account. A step by step tutorial is also available on Youtube.

Two step verification for login is recommended but not essential. As an extra layer of protection, chat participants should sign in using a Google login.

How to create a Google Meet: Create Google Meet

How to join a Google Meet: Begin Google Meet

Further help and advice on using Google Meet: Google Meet Help

Accessing technology

While technology has been key to connecting during social distancing, there are still many barriers to accessing said technology. The person may not have a device to begin with, or is unfamiliar with touch screens and apps. The Scottish Council for Voluntary Organisations (SCVO) conducts training for essential digital skills, as part of their Digital Champions project.

Find out more here: scvo.org.uk/support/digital/participation/champions.

As part of that work, SCVO have produced a Digital Participation Charter with helpful checklists to identify gaps in digital skills, as well as a list of tutorials and training videos: digitalparticipation.scot/resources

For care homes, care at home and housing support services, free tech devices may be available through Scottish Care, who have been collecting donations: scottishcare.org/techdevicenetwork/

For families, it could be worthwhile checking with your local council and local voluntary groups for assistance. As an example, Voluntary Action East Renfrewshire are providing one-off grants to households who are unable to afford devices or bills for digital services: wecareeastren.org.uk/digital-connectivity-fund

Where possible, helping someone in person often works best. If they are able to get on a computer, you can use Zoom to take control of their screen temporarily, using a feature called remote control. While physical contact remains difficult, try to print out guides and post it to the person you are wanting to connect with, ahead of a phone call to guide them through.

• How to video call your family: www.bbc.co.uk/news/technology-51968122

• Get to grips with your Android tablet: www.ageuk.org.uk/bp-assets/globalassets/leeds/get-to-grips-with-your-android-tablet.pdf

For families, please see the following resources

• How to talk to children about online safety: www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/

• Common digital apps and child safety: www.net-aware.org.uk/networks

Online Video Call Consent Form

Proposed activity

Description of activity: _____

Date: _____

Time: _____

Child or young person's details

Name: _____

Home address: _____

Parent or carer's details

Name: _____

Home address: _____

Postcode: _____

Telephone number: _____

Email: _____

Emergency contact details - only if different from the person named above

Name: _____

Home address: _____

Postcode: _____

Telephone number: _____

Email: _____

Any extra help we need to provide (for example because of a disability)

_____

_____

Is there anything else you think we should know?

_____

_____

Information for parents and carers

(ORGANISATION NAME) aims to provide a safe and enjoyable experience for every child or young person. To help us do this, please note the following important information.

- All questions on the consent form must be completed and signed by the parent or carer before any child takes part.

- Parents and carers must notify us of any changes to the information given

- Parents and carers must make arrangements for children to attend the video call safely and on time. If a parent or carer is not able to supervise their child, they need to let us know in advance who will be doing so.

Parent / carer consent

I agree to (please tick):

☐   my child taking part in the stated activity

☐   (ORGANISATION NAME) keeping a record of this form for health and safety reasons

☐   The nature of the activity means that my child will be on camera during the activity. Any recordings of the event are taken solely for the purposes of child safeguarding and are stored in accordance with all applicable legislation including GDPR.

☐   I understand that my child needs to follow the behaviour code and any safety rules so that can keep them and other children safe.

Print name: _____

Signature: _____

Date: _____

Child or young person consent

I agree to (please tick):

☐ taking part in the activity

☐ talk to (RELEVANT PERSON) if I am not comfortable at any time during the activity so they can help me or arrange for me to do something else

☐ (ORGANISATION NAME) keeping a record of this form so they have the information they need to keep me safe during the activity

☐ I understand that enjoying the activity and being safe means I need to follow the behaviour code and safety rules.

Print name: _____

Signature: _____

Date: _____