

Bracknell Forest
Information, Advice & Support Service (IASS)
Video Calling Policy for Children and Young People



This policy should be read in conjunction with our Confidentiality, Impartiality and Safeguarding policies.

Introduction

In accordance with Bracknell Forest Council policy, we can offer virtual meetings to children and young people via Microsoft Teams. This might be at the request of a service user or offered by a member of staff. Bracknell Forest IASS are also able to participate in face-to-face meetings with children and young people to talk about how they are feeling about their SEN support, when gathering their views about their Education and Health Care plan, in preparation for their annual review, a mediation meeting or appeal to the SEND Tribunal. When it isn't possible to meet in person or the child or young person might not feel that this is accessible to them, a video call can be used instead.

Privacy and Security concerning video calls

To help us keep your information safe and secure you should:

- understand that video calls are not secure in the same way as a face-to-face conversation.
- use a private computer or device. Avoid public computers e.g. libraries.
- use private accounts and make sure your passwords are strong. (if you are under 13 you will need to get your parent to do this).
- make sure you log out of devices and accounts once you've finished using them.
- use a secure internet connection. Avoid public or guest Wi-Fi as this may be less secure.
- read the terms and conditions of Microsoft Teams.

If you feel concerned about participating in a video call with us after reading this, please let us know and we will be happy to talk to you about this and if you prefer, will arrange to talk to you in a different way.

Children aged under 16 years old

- All children under the age of 16 must have consent from their parent or carer to engage in a virtual meeting with a member of Bracknell Forest IASS staff.
- The parent or carer should be present for the meeting, and we recommend that children and young people and their parents or carers work with us together.
- If the child or young person is under 16 and there is no parent or carer available, BF IASS will ask that a third party is present. This may be a trusted adult such as a teacher, SENCo, Youth Worker or another BF IASS staff member.

Children aged 16 years and over

Young people aged 16 and over can consent to their attendance without their parent or carer. However, in this case, BF IASS may ask that a third party is present. This might be another member of BF IASS staff or one of the trusted adults listed previously.

IASS staff will recommend that the young person tells their parent or guardian about any scheduled video calls with IASS

Privacy and Security for all children and young people:

- All staff present during a video call will have a current DBS check.
- All participants will be identified at the start of the meeting.
- If the child or young person requests to end the video call, this will be respected.
- If a third-party supervisor must leave the room or session, the session will be placed on 'hold' until all parties return. This is controlled by the session host.
- Session 'Rules and expectations', will be emailed to all participants prior to the video call.

Rules and expectations for video calls

- If you are under 16 years old, a parent, carer or other trusted adult will need to attend the call with you.
- If you are over 16 years old, you may ask to attend the call alone. However, if you would like your parent, carer or other trusted adult to attend with you, we are happy for them to.
- If you are over 16 years old and choose to attend the call alone, two BFIASS staff members or a staff member and a volunteer might attend the call. We will tell you beforehand if this is going to happen.
- Anything that you say during the call will be confidential, which means we won't talk to anyone who is not taking part in the call, about what you tell us, unless you say something which makes us think yourself or someone else is at risk of harm or the law requires us to tell someone what you have told us. If this happens, we will need to tell someone. We will try to tell you that we are going to tell someone else what you have said before we do this.
- You can ask us to talk to someone else about what you have told us, and we will talk to you about whether we are able to do this.

- All participants in the call must be fully dressed. The BF IASS staff member will leave the call if you are not able to be fully dressed.
- Where possible, swearing should be avoided. We understand that at times, when you feel strongly about something you might swear, but please try to avoid this.
- We won't be able to tell you what you should do, because we are an impartial service. We can talk with you about what you could do and the choices you have.
- We don't have the power to change things at your school or college, but we can talk to you about what you would like to change and who you could talk to if you would like something to change. We can help you to present your views and this might help to bring about changes.
- We can only provide information, advice and support about your education. If you would like information, advice or support about something else, we will try to give you the contact details of someone you can talk to about this.

If an IASS staff member has any concerns following a video call with a child or young person they should speak with an IASS manager about their concerns.

Reviewed January 2024 (RS)