

## Resources to Support Safe Delivery of Services Online

An increasing number of organisations are delivering their services online, which is very positive and is really helping to reach beneficiaries and engage with them in these isolating times. Below is a range of information designed to help you reduce the risks inherent in online delivery and to support parents with information to keep their children safe online.

**INEQE Safeguarding Group** empowers people to stay safer through education and the use of technology. They have a really useful guide and checklist to support safe delivery online. The emphasis is on curriculum delivery but with principles and practical tips that are universally applicable – [The ABCs of Live Conferencing for Education and Engagement](#).

**The Child Exploitation and Online Protection Command [CEOP]** is part of the National Crime Agency and is one-stop shop for reporting issues, plus offering resources to help keep children safe online - [www.ceop.police.uk](http://www.ceop.police.uk). Their sister site **ThinkuKnow** has a range of videos and interactive learning to help children, parents and carers and professionals understand the risks online and keep safe. It is an excellent resource for all age groups up to 18 years and they have recently added online safety at home, specific to this time.

*I recommend you include CEOP's details to information you send to parents and carers, as there is a **Make a Report** button on the site, as well as information for every age group to support safe interaction online.*

**The Ann Craft Trust** provides safeguarding advice and information for all aspects of service delivery, for children and vulnerable adults. Their newsletter is very helpful and they have a range of resources, webinars and a weekly Twitter hour, [#ACTSafeguardingHour](#), where you can engage directly with them about any safeguarding issue. Visit [www.anncrafttrust.org](http://www.anncrafttrust.org).

**Superhighways** is a social enterprise that specialises in supporting the voluntary sector in all areas of IT provision and delivery. They have produced a range of resources in response to the crisis, including a blog about key [Zoom Security Tips](#). They offer training, support and advice on all aspects of IT provision. For regular updates, you can sign up to their newsletter. Visit [www.superhighways.org.uk](http://www.superhighways.org.uk).

**NSPCC** has produced useful guidance to support parents to think through online safety issues and the guards they can put in place. Visit [www.nspcc.org.uk](http://www.nspcc.org.uk).

**Peter Cowley, AfC Lead Adviser for Online Services and Safety** has produced [two very helpful videos](#) to help parents keep their children safe online. If you are delivering services in Richmond and Kingston and you have specific queries that are not covered by the videos, he is happy to help. Email [peter.cowley@achievingforchildren.org.uk](mailto:peter.cowley@achievingforchildren.org.uk) or call 07595 173975.

### Richmond and Kingston Single Point of Access (SPA) – 020 8547 5008

If you have concerns about a child's safety, on or offline, please call the Richmond and Kingston SPA.

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