

BRIGHTSIDE CHILD PROTECTION PROCEDURE

Valid as of 17th August 2017

1. What does Brightside have in place to ensure child protection during the programme?

- **Password protection**

Brightside's online mentoring sites are closed websites. Registered users log in using an individual username and password. Passwords are encrypted and never shared, not even with authorised members of staff.

- **DBS checks and mentor training**

All staff and mentors involved in Brightside projects are required to hold an enhanced DBS certificate. Once DBS checked, mentors are trained by an authorised member of staff. Mentors can only take part in the programme if they have attended an online or face-to-face training session and they have a DBS check dated within the last 3 years.

- **Moderation**

An automated security filter is used to detect words from a "stop list" of inappropriate content (see question 2). If any communication within the platform is found to contain a word from the stop list, that message will be held in a 'moderation' queue and is not viewable by users until an authorised member of staff has reviewed the correspondence.

- **Access to messages**

All messages sent within the platform can be accessed by authorised members of Brightside and by local scheme coordinators. Regular 'spot-checks' on messages are performed.

- **Hosting and security certificates**

Our sites are hosted in a secure environment and the online mentoring system is built on an open source platform with rigorous security measures. All Brightside online mentoring sites hold valid and up to date Secure Sockets Layer (SSL) certificates, ensuring that all sensitive information submitted to the site is encrypted and protected. The site has been NSPCC audited.

- **Child protection procedure**

Brightside have two dedicated child protection officers and a full child protection procedure (see question 3).

2. What gets flagged in moderation?

- Inappropriate or concerning words
- Contact details (email addresses, postcodes, phone numbers)
- Attachments and URLs
- Words that may indicate communicating outside of the programme ("Facebook" or "meet")

3. What is Brightside's safeguarding procedure?

Brightside's procedure for mentors:

- All concerns for a young person you are working with through online mentoring should be discussed with your project coordinator or the designated person for safeguarding at Brightside.

During Office Hours (Mon – Fri 9am – 5pm) please call **0207 922 7800**

Out of Hours please call **0800 955 0158**

- If the content of a message or messages received from your mentee raises concerns for their overall wellbeing but do not indicate the need for immediate response, please contact your project coordinator via email. Alternatively, call Brightside on the office hours number above and Brightside can advise how to respond or move forwards.
- If the content of a message alerts you to an immediate danger, physical or emotional, and it is during office hours, immediately call Brightside on 0207 922 7800. The team will offer support and refer your concerns, if necessary, following the procedure below.
- If the content of a message alerts you to an immediate danger, physical or emotional, and it is out of office hours immediately call the Brightside Child Protection Officer on 0800 955 0158.
- If your contact at Brightside is not available you must avoid delay and seek advice from the local Children's Services or the Police. Inform your designated person for safeguarding at Brightside as soon as possible, explaining the concern and action taken.

Actions if there is a direct disclosure or concern for wellbeing:

- The Brightside Child Protection Officer will ask mentors to provide their name, online display name and email address to verify their identity. They will then ask mentors to provide the display name of the young person of whom they are concerned and the reason for the concern.
- The Brightside Child Protection Officer will listen, offer support and then decide how to proceed. They will refer the issue to the young person's local authority and/or school if necessary.
- Brightside will keep written records of any child protection incidents, allegations or concerns and inform the school as soon as possible. Brightside will record details of any actions taken and the contact details of anyone involved, as appropriate.
- Brightside will keep the mentor who reported the incident informed about what they have done with the information and provide support and guidance, including in communicating with mentees.

4. How do we ensure mentors are trained on child protection?

- Mentors are fully trained in child protection by Brightside members of staff
- Mentors are also provided with this information and the full child protection procedure in writing

Brightside only match those who have completed this training and hold a DBS check