the PROUD Trust

home of LGBT+ youth

Digital Youth Work During C19

Three significant themes revealed:

1. Digitally unsure and unconfident workforce
2. People need people alongside technology-teaming
3. Use of old tech and non tech ways to reach Young People

Delivered by Sally Carr MBE-Operational Director- The Proud Trust

Top enquiries:

- Platforms available
- Cost
- How to use them and functionality
- Accessibility considerations
- Safeguarding concerns
- How to deploy staff in Digital Youth Work
- What activities to use/facilitate
- Types of sessions

The Proud Trust-phase one

Switched all youth groups and one to one to Digital Youth Work on 16th March 2020

- Using Google Hangout for groups and staff meetings
- Using What App and Google Hangout for one to one work
- Using Zoom for bigger events
- Continuing to use Facebook, Instagram, Twitter and Linked in for contact with young people outside of group times, communications and messaging from The Proud Trust.
- Web site
- Emails
- Phone calls

Issued

- Remote working and welfare guidance
- Group work guidance
- One to one guidance
- Created a live risk assessment in Google Docs
- Created a live decision maker for Managers in Google Docs
- Created a series of Digital Youth Work activity tables in Google Docs
- Set up Whats App groups across staff clusters.

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Feedback on phase one:

Oldham Tues 17.3.20-Led by Olivia and supported by Jackie

Group went well. **Ran for an hour and a half. YP** were into it (think lots of them are habituated to online comms) and overall didn't yet seem that anxious/negative about covid-19 (slight worries from the older two only, younger ones worried about impact on exams and work mainly).

We did name game and something nice from last week, intro to online and explanation, go around re how we're feeling, ground rules, quarterly evaluations s/new young peoples forms for those who I needed details from, and then I shared some funny and supportive memes/Instagram posts and got them to make their own memes about stuff they're thinking about, before final go around re what they enjoyed, what they might change about g-hangout set up (all of them said nothing!), and something nice they are going to do for themselves.

Met several cats and dogs, and young people were really excited to suggest several online games and a cooking session that one of them wants to lead (they were cooking + eating during this one). They were also really bouncy with one another - some of them had only been once before so think they were just excited to be part of it (plus they were also isolating so think it helped).

Concerns re: other people in the same room during group, hard to pick up concerns etc via the format, and difficulty leading session and responding to their constant chatting on the text bit (but Jackie was amazing at scooping that up). My authoritarian self coming out because I'm able to mute.

After discussion of the Instagram group chat over Google Hangout during groups first online session, a young person made one with Liv and Jackie (coordinator and assistant) both in it (on their professional/work Instagram's). The Young People who set it up added Liv and Jackie as admins without being asked. Liv added those Young People who weren't included. Young People began chatting immediately and one asked how group went. **The Young People who set up the thread said that we'd set group rules and that they were 'basically be kind... so everyone be kind,'** and then said that other Young People should ask Liv for more details. Later, Liv asked the YP to keep social chat to elsewhere, as the group chat is best used for updates and organising. She suggested the same YP set up another group chat and be sure to invite all the group to it. The Young Person did, immediately added Liv and Jackie, and made them admins (again, without being asked). In this new thread,Young Person L said they had added Liv and Jackie because of/for **good 'safeguarding' reasons**. Both this and the previous instance are examples of the Young People taking on the language and, crucially, spirit of ground rules in spaces run by and designed for them.

Feedback on phase one:

Rochdale Tues 17.3.20-Led by Matty and supported by Bob

Good, small numbers, but they also said they found it better than expected and I also got to meet lots of pets and a young person sang us a song so sounds similar! Got 5 younger and 2 older on GH. Usually get about 12-15 in person.

Need to check on with others why not.

I did full **hour and half** with both groups and it was **way too long!**

Need short sessions with lots of activities and changes.

Session plan:

(10mins) people joining and chatting and learning how to use GH

(5mins) me introducing the session and how it will work.

(15mins) name game and news

(15 mins) show and tell

(10mins) worries, concerns & questions about coronavirus

(10mins) what can we do to reduce our fears and worries

(10 mins) A-Z of activities we can do over Google hangout

(15 mins) charades

(5 mins) review

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Feedback on phase one:

Manchester Tues 17.3.20-Led by Hebe and supported by Gordon
Some nice feedback. Lots of Young People said in the evaluation they were scared/anxious/skeptical but actually joining changed their mind. I was introduced to lots of soft toys, a cat was fed a treat and Gordon sang ☺
Session Plan:
Young People arrive into chat
Name game introductions, introduce an object in the room you're in, news to share
Break 10 mins
Info about google hangout sessions how they will work
Ground rules for online sessions
Break 10 mins
3 word story to finish
Time for questions
Evaluation and end

Phase two:

Concerns

1. Increasing emotional health and wellbeing concerns re YP being at home, in care, living alone; Increased mental health crisis such as self- harm and suicide
2. Poorer young people reliant on school meals not getting fed
3. Risk of LGBTphobic bullying hate incidents and Domestic Abuse, on digital platforms and in home settings
4. YP in casual employment being laid off/YP on benefits having no or little money to buy food
5. Trans young people who may not be out to anyone, may be seeking medical intervention and looking forward to that but it may be postponed
6. in 4 weeks concern - critically sick people in their household, potentially could be their parent/only carer

Phase two:
Our response

1. Develop a brief profile of each young person currently active, risk assess current circumstances, support in place, additional needs, financial help needed then assess resources (finance and staff) we'll will need to support them.
2. What's available in each borough for young people re: other support.
3. Increase our digital one to one offer, using staff who are not youth workers who we will training in listening and reflective skills and safety planning; bring in our adult mentors who we have trained and make available our two student counsellors whom we have on placement; Through our digital youth work deliver our safer person project and our peer support project to young people , and continue to programme check in session followed by a curriculum session to give routine and ritual to YP to anchor them each session.
4. Considering how we may begin to use our café to make and deliver meals to the neediest young people- can we look at year end budgets and allocate a ring-fenced amount for poverty relief? - Rach and cafe team have some ace ideas for cook alongs and virtual coffee mornings to engage folk socially. We could also look to utilise the dry and canned goods at the cafe to bulk cook and deliver food parcels..
5. Ensure Young Peopple know to report incidents to us, we monitor then incidents, we report to the digital platforms e.g. Instagram, and the True Vision hate crime, to the police in emergency situations, we do safety planning with YP in groups and one to one
6. Considering doing a poverty relief package for YP, food, essentials, credit for data, gas/electric costs
7. Using our most competent staff to stay with YP digitally, using or two student counsellors, referring to specialist mental health services. involving the blue light services
8. Supporting other organisations- risk assessment for the crisis volunteer(request from HMR).

9. Support with bereavement costs.

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Digital Youth Work Conference
LGBT+ Youth Sector
Sat 28th March

Which Platforms
How to use
Risk assessment and Safeguarding
Digital Youth Work Activities
Case studies re Young Peoples needs

I invite questions……..

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