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**Setting up BAND as a communication  
platform for Board Members.**

**Sharing our Learning so far...**





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## **Background Information:**

Our Hearings, Our Voice is a national Project for children and young people in Scotland, aged 8 – 18 years of age and who have experience of the Children's Hearings System. To date, the main focus of our work has been the establishment of a Children and Young People's Board. In November 2018 we appointed our first twelve Board Members from across Scotland. At present (July 2020) our youngest Board Member is 13 years of age.

In our first year, we have used a wide variety of ways to communicate with Board Members including – telephone, post, email, text messages and WhatsApp. We've tried to be in touch with everyone in a way that works for them. However this can make it difficult to get Board and important information to everyone at the same time - as it can sometimes take us a few days to get in touch with everyone.

To enable us to have a more streamlined approach to communication, we have decided to pilot a private online platform (for those aged 13 years and above) as an addition to the communications methods noted above.

The idea came from some of the young people. We asked all the Board Members if they would be happy to use an online platform, which ones they had experience of, and would recommend. Their suggestions included:

- **Private Facebook Groups** (various groups using this)
- **BAND** (Police Scotland Youth Volunteers/Cadets are using this, but previously used Workspace) and moved to BAND to have better controls.
- **Workspace by Facebook** (CHAS and Barnardo's Scotland use this)
- **Basecamp** (Young Scot, SYP, Children in Scotland and CHS use this)
- **Microsoft Teams** – Immersive Minds using this with their adult team and it is used in a number of schools (especially in light of covid-19).
- **Google Classrooms** – a number of schools use this.

Given the nature of our work and the age of the children and young people, we required to find both a secure and safe platform, but one that allows us to communicate effectively and in an engaging way.

## **The main functions of the private online platform are to:**

- Create a single communication platform for Board Members (aged 13 years and above) who are involved in the work of the Board.
- Have a collaborative space for Board Members to work on Projects and Board related work e.g. consultations etc.



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- Share details of Project opportunities with Board Members so they can sign up to them.
- Share calendar appointments for all Board Meetings & Projects.
- Share OHOV related blogs / reports / files / photos (non-identifying images only).
- And importantly have some fun!

Having looked at the various options above, the Project Lead considered the BAND platform to have the most suitable functionality in meeting the Project needs.

### **Benefits of using BAND as our private online platform are:**

- One platform for sharing all OHOV Board business with Board Members at the same time. Allows quick communication with Board Members.
- Collaboration - Allows small teams of Board Members to collaborate and communicate on specific Projects.
- Extensive range of engagement tools including sharing files/photos/videos/GIFS/stickers, polls, adding events, creating to do lists, attendance or sign-up sheets, Live Streaming, group calls and group chats. Video call function was added in July 2020.
- Administration – You can set permissions so that only Admin post content with Board Members commenting, sharing images and files etc. on posts and in albums) or allow everyone to post content.
- The OHOV team can moderate **all content** (including chats groups etc.) within the platform.
- Allows Board Members to communicate without sharing personal phones/details with each other.
- Allows us to invite partners / colleagues / other young people into a collaborative space for specific Projects/purposes.
- A clear commitment to safeguarding children and young people as detailed in their policies - <https://band.us/policy/youthpolicy>
- **Free of charge.**

### **Identifiable Risk Factors:**

- As with any online platform, there is an element of risk. However we aim to mitigate and minimize risk factors as detailed below.
- Data servers held out with the UK, so governed by non-EU legislation.
- Requires a mobile phone number and date of birth to sign up to platform.
- Board Members sharing personal / inappropriate information.
- Board Members taking screenshots and sharing information out with the group.



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### Mitigating Risk Factors:

- **Respecting the rights to safety, privacy and confidentiality** - All young people have chosen a rubber duck and duck name to create a 'duck alias.' Their duck alias (photo and name) will be used to create their account to ensure their anonymity in BAND (and any other online activity relating to the work of the Board i.e. on the OHOV website, social media, blogs etc).
- **User Agreement** - All Board Members took part in a Digital Rights Workshop with Digital Beez which helped us to create a User Agreement (**see Appendix 1**). All Board Members read, agree, sign and return the OHOV BAND User Agreement, which outlines the group rules, before they are added to the BAND.
- **Consent** - For children and young people aged 13-16, we will seek parental/carer/Social Work agreement to use the BAND platform. *Note - we respect that young people over 12 years of age have the right to give consent where they have capacity to do so. However the decision to check with parents/carers/Social Work is to help safeguard Board Members due to the fact that OHOV don't have background information to young people's individual circumstances.*
- **Setting up secure accounts** - The Board Members will receive an OHOV BAND User Guide which will take them through the steps to set up their account in a way that aims to protect their safety and rights to privacy and confidentiality (**see Appendix 2**)
- **Administration of BAND** - OHOV staff members will administer and moderate the platform during working hours and the details of this will be shared with Board Members in the agreement. In addition, the group rules will be pinned to the top of the OHOV BAND.
- **Accountability** - The OHOV Project Lead will have overall accountability for ensuring BAND is used appropriately and in line with the Platform User Agreement.
- **Safeguarding and Child Protection** – As SCRA hosts OHOV, any child protection/safeguarding issues will be raised with the Head of Practice and Policy in line with the SCRA Child Protection Policy.



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## **Here's an overview of the steps we went through in advance of launching our private online platform for OHOV Board Business.**

1. The idea of using a private online platform was raised during 1:1 Board Member visits. Young people shared which ones they had used and would recommend.
2. The next step was to check that all Board Members would be interested and willing to use an online platform for Board work.
3. Consulted with SCRA's Digital Manager and Digital Governance Lead to explore the challenges/risks of online platforms.
4. Explored the functionalities of each of the platforms the young people had suggested.
5. Sought feedback from colleagues (CHAS, Barnardo's, Immersive Minds and Police Scotland Youth Volunteers) who use a number of the platforms suggested (Workspace by Facebook, Teams, BAND and Basecamp).
6. Concluded the BAND platform would best meet the needs of the Project - balancing the desire to have an accessible, collaborative and engaging online space, with the need for effective safeguarding practices.
7. Developed a proposal paper requesting approval to pilot the BAND platform for a period of 12 months. The proposal was considered by SCRA's (host organisation) Head of Policy and Practice and agreement was granted.
8. OHOV Team Set up BAND accounts and OHOV Page to familiarise themselves with the functions and administrative roles of BAND.
9. Carried out frequent testing as BAND Administrator, Moderator and Member. Worked with a colleague from Napier University School of Computing to explore safe boundaries in using BAND.
10. Digital Beez facilitated a workshop with Board Members to explore young people's Digital Rights and how to protect them online.
11. From the Digital Rights workshop we co-developed a User Agreement for all young people. All young people read and sign before joining the BAND.



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12. Delved into the BAND Guide, Youth Policy, Terms of Service and Privacy policies to have a clear understanding of profiling, data gathering and processing of BAND users information.
13. Developed a Sign Up process which asks that Board Members don't link their BAND account to any other accounts. This, along with using their duck alias's reduces the risks of BAND/NAVER processing identifiable data about the Board Members.
14. Created a User Guide to enable Board Members to set up accounts in a way that respects and protects their digital rights and promotes online safety.
15. Consulted with SCRA's Information Governance/Data Protection Officer to check whether we required to complete a Data Protection Impact Assessment (DPIA). Due to the limited amount of data stored/involved in signing up to the BAND, a DPIA was not required. The Officer did make some valuable recommendations which were incorporated into the final version of the User Guide and Agreements.
16. Checked with Social Workers of some of our youngest members (under 16) to ensure it was safe and appropriate for the young people to use the OHOV Band Platform.
17. Send User Guide, Agreements and duck photos to all young people and supported them to set up their accounts.
18. Finally started using our OHOV platform!

It has been a lengthy process to get to the point where we are using the BAND platform, however we feel it was important to be thorough in our explorations of how to use such a platform with the Board.

We hope that sharing our learning is helpful to others who might be considering using private online platforms with more vulnerable (although we like to think of them as **valuable** and not **vulnerable**) young people.

If you would like any further information or to discuss anything in relation to our experience, please contact:

Jacqui Dunbar  
Project Lead

[Jacqui.Dunbar@gov.scot](mailto:Jacqui.Dunbar@gov.scot)

0131 244 8579 or 07393 803646



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## OHOV BAND Agreement:

Please read, sign and return to [Jacqui.Dunbar@gov.scot](mailto:Jacqui.Dunbar@gov.scot)

**To protect yours, and everyone else's privacy, safety and digital rights, the following rules have been put in place.** We covered most of these and the reasons for them, during our Digital Rights workshop with Alicja from Digital Beez on Saturday the 14th of March 2020.

**Setting up your account – you must set up your BAND account as shown in this User Guide.**

**Your BAND name** - must be your 'duck alias' name - underscore - and your initials e.g. Jacqui's would be – Purdie\_JD.

**Your BAND profile picture** - must be your 'duck alias' photo.

**Note - please do not use your Duck Profile Photo for anything else other than BAND and do not share on any social media sites etc.**

**Group Agreements** – follow our OHOV Agreements (they are just as important in our BAND as they are at our Board Meetings) - Be Kind, Include Everyone, Be Respectful etc. (see the attached agreements)

**Use your BAND for board communications** (mostly!) - Our BAND is mainly a space for us to work together on Board work and Projects however....(see below)

**Social Connections** - You all said you wanted to be able to have some fun! So use the platform to stay connected...but remember - nothing offensive, avoid sarcasm (as it can get lost in online translation) no spamming and someone said....only cool meme's :D!

**Your Rights to Privacy & Protection:**

**Personal Information** – Do not share any personal information on BAND either about yourself or any other Board Member / child / young person or family you know. **This includes mobile phone numbers, email addresses, social media account details, addresses or any other identifiable information.**

**Only using our OHOV BAND to communicate together – you should only use the OHOV BAND to communicate with other Board Members and must not set up private BAND's at any time.**

**Screenshots** – Don't take screenshots of anything in the OHOV BAND or export chatroom discussions. Remember this is a private space for you to work together and nothing that is posted in your BAND should ever be shared out with this space.



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**Photographs** - only non-identifying photographs can be shared on the BAND timeline and not via private messages (which are disabled). Please remember online safety and don't share photos of group members on any social media sites.

**Language** - Please don't use language that could offend anyone.

**Limit communication on BAND to between 09:00 - 20:00.** Please don't post out with these times. This helps everyone to have a break from online communications and not get bothered with notifications during the night.

The OHOV page is not monitored outside normal working hours (09:00-17:00 Monday - Friday). If you need to contact one of the OHOV Team please call Jacqui on 07393 803646.

**Staying safe** – Please remember that if a child or young person may be in immediate danger, always call 999 for police or emergency services assistance.

**To ensure everyone's safety and privacy, please follow these rules.**

**Anyone who doesn't follow the rules may have their BAND access removed and may have their position in the group reviewed.**

**Click on the boxes below to agree:**

- I have read and understand the Rules for our BAND
- I agree to stick to the rules and understand that I could have my access removed and my position within the group reviewed if I don't.

Your name:

Signature:

Date:

Age:

**If you are under 16 of age, we are asking for a guardian's signature to agree that you can use the private online platform:**

Name:

Date:



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## Using BAND as a communication platform for Board Members.

# User Guide





## Welcome to your OHOV BAND User Guide.

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### Why do we need a communications platform?

Since starting the Board in November 2018, we've been using a few different ways to communicate with the Board Members including – face to face visits, telephone, mail, email, text messages and WhatsApp. We've tried to be in touch with everyone in a way that works for them. However this can make it difficult to get Board and important information to everyone at the same time (as it can sometimes take us a few days to get in touch with everyone).

Since you are the very first group of Board Members, we're looking for your help to pilot (try out) a new private online platform for all our Board work. We'll try using BAND for 12 months and then we'll review it and see if it's working for us.

Don't worry - we'll still keep in touch with you via visits, mail, texts, WhatsApp etc. for general catch ups! **Please be aware that using BAND is voluntary, but we'd encourage you to use it as it will be our main place for sharing all Board work and communications. We can still send you info via post or email.**

### What is BAND?

BAND is a private online platform (a bit like a private Facebook Group) that allows us to communicate and work together between Board Meetings.

Our Hearings, Our Voice has set up the OHOV BAND to allow us to:

-  Create a single communication platform for Board Members (aged 13 and above) who are involved in the work of the Board.
-  Share calendar appointments with all the useful information for all Board Meetings & Projects.
-  Share details of Project opportunities so you can sign up to them.
-  Have a collaborative space for Board Members to work on Projects.
-  Share OHOV related blogs / reports / files / photos etc.
-  Keep in touch with everyone between Board Meetings,.
-  And importantly - have some fun too with things like challenges etc!

### Your safety and digital rights protected:

It's important to remember that we need to work in ways that keep everyone safe. We've been working hard behind the scenes to set up the platform in a way that aims to protect everyone's safety, privacy and confidentiality.

The rest of the User Guide and **Agreement** will help you get started using our OHOV BAND.



Hi there!

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The first thing you need to do is read, agree, sign and date the Agreement (see separate attachment) and email it to [Jacqui.Dunbar@gov.scot](mailto:Jacqui.Dunbar@gov.scot)

Then you need to set up a BAND account.

**To protect your privacy and to minimise the information that BAND/NAVER collects about you, you must set up your account in the following way.** This is because we have looked at the terms and privacy policies - and this way of registering protects your privacy and digital rights in the safest way possible.



You can use **BAND** on any device (phone, tablet, pc, laptop etc) so you can either:



- Download the App from Google Play or Apple App store
- Or you can use **BAND** via the website - [www.band.us](http://www.band.us)

### Step 1: Sign Up -

1.

**Note – if you already have a BAND account, please sign out and sign up to a new account using your mobile and follow the steps below. This means you will have 2 separate BAND accounts to log in to.**

**Click – sign up with Mobile.**

**DON'T sign up using your Email, Facebook or Google accounts.**

This makes sure your BAND account isn't linked with any of your other accounts and will protect your privacy.

2.

**Put your mobile number in here.**

Create a unique password that you've never used before!

Your **Username** is your duck alias name with an underscore and your initials e.g. Purdie\_JD

Enter your date of birth.

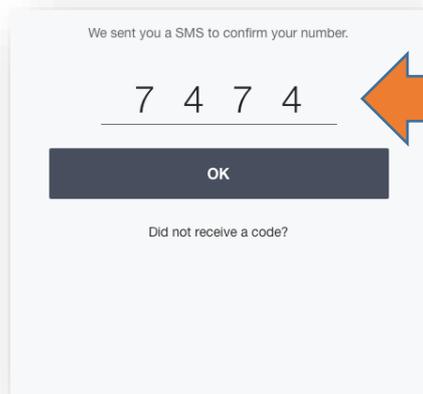
Please take the time to read **BAND's** [Terms](#) & [Privacy Policy](#)

**Tick - I agree that I have read and understood both.**



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3.



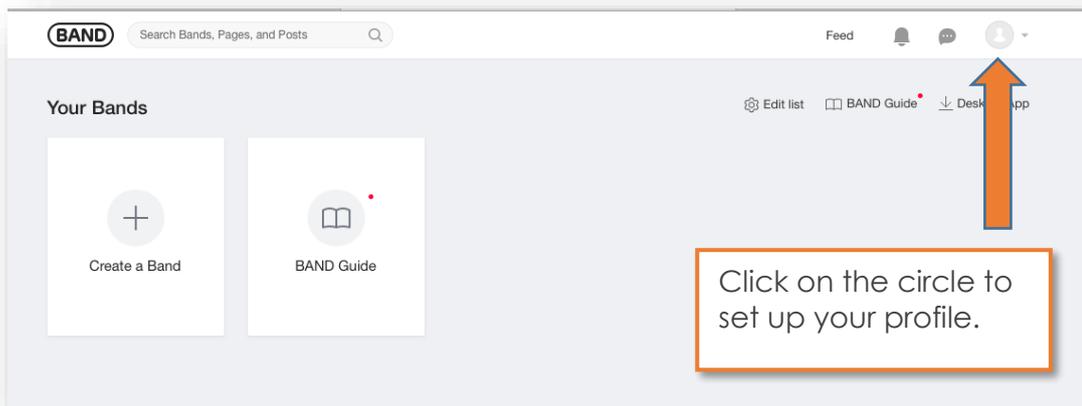
**BAND** will text you a verification code to your mobile.

Enter it here.

Press OK

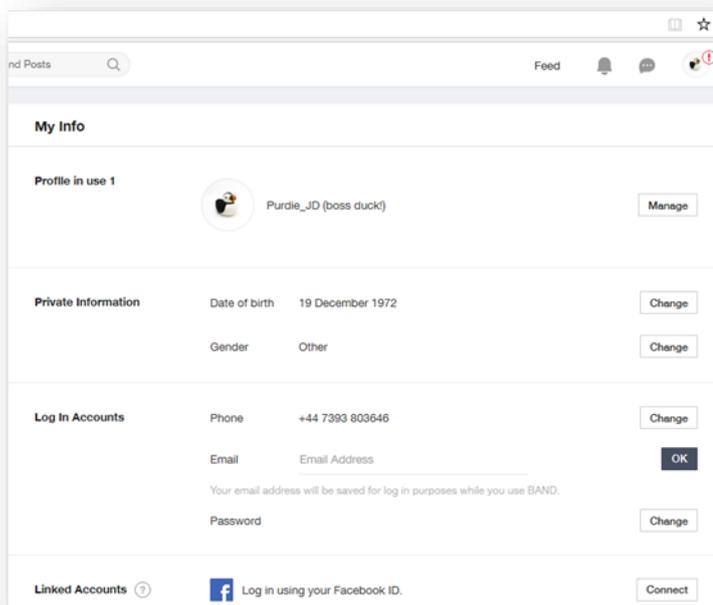
You will automatically be taken to your BAND account home page: (it will look slightly different if you are on a phone as this screenshot is from a laptop)

4.



Click on the circle to set up your profile.

5.



**Add your Duck Alias profile photo** (*Jacqui will have emailed this to you*)

**Don't** use your duck profile on any other BANDS you are in.

**Don't** add your gender

**Don't** add your email

**Don't** link to your FB, Google or email accounts

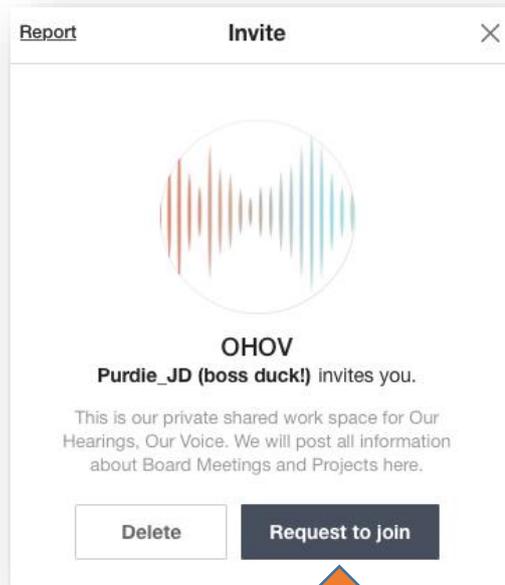


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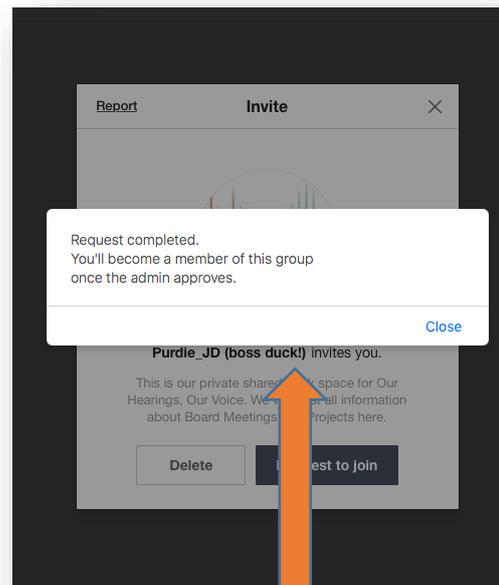
**Remember** - Always log in using your mobile phone number and **NOT** via Facebook, Google or email.

Once your profile is set up, the OHOV Team will send you an invitation to join the OHOV Band. Click request to join as below and you'll get the following message.

6.



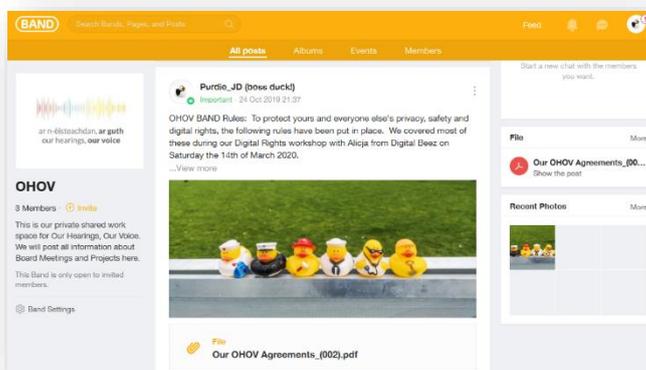
Click Request to join



You'll get this message

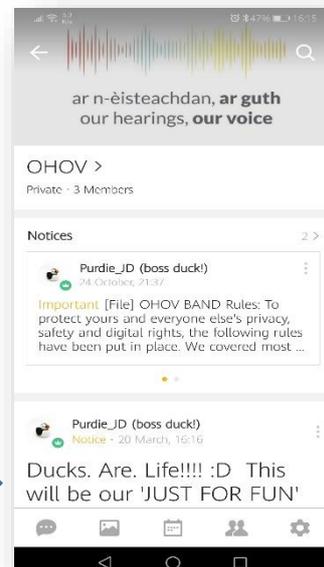
**Once the OHOV Team receive your signed BAND Rules** they will approve your request and you will be able to access the OHOV BAND and it will show up on your Home Page.

7.



Laptop/PC view

Mobile view





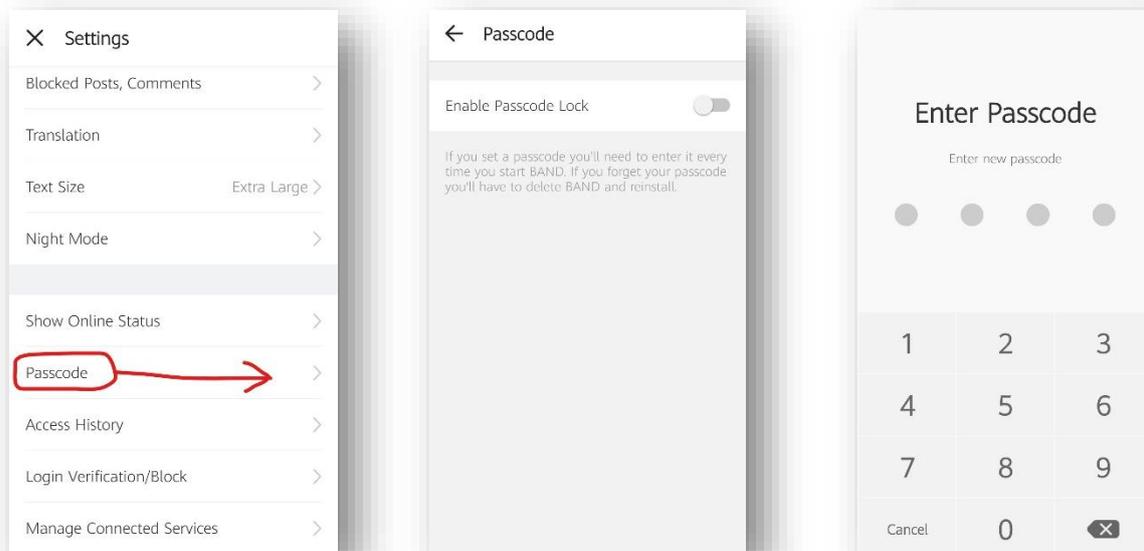
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Alrighty! So you are in! Welcome to our OHOV Band :D Just a few more steps to set up your **Privacy settings** and then we are good to go....

**Set up security Passcode** - If you are accessing BAND via your mobile you need to set up a Passcode for added security. **Note - You don't need to do this if you are on a PC or laptop. (mobile views below)**

Go into your profile settings, scroll down to Passcode, click Enable Passcode Lock to On and set a 4 digit pin that you will remember.

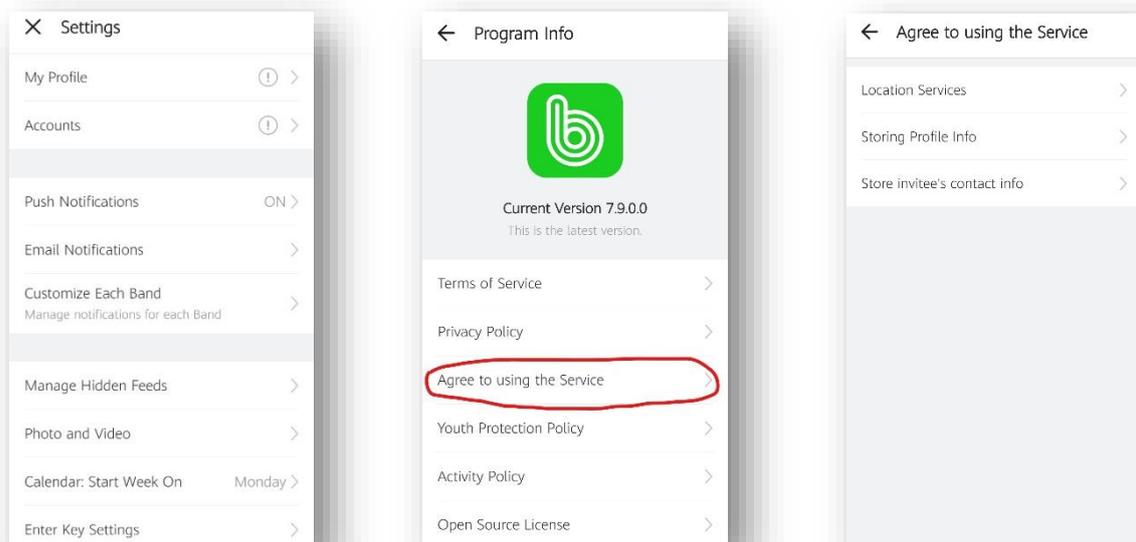
8.



**Now to stop BAND/NAVER from storing your location, profile information, contacts etc.** Again from your profile settings, scroll down and click the section that says **Program Info**. Click on Agree to using the Service.

Go into Location Services, Storing Profile info and Store invitee's contact info – and switch all of these to off.

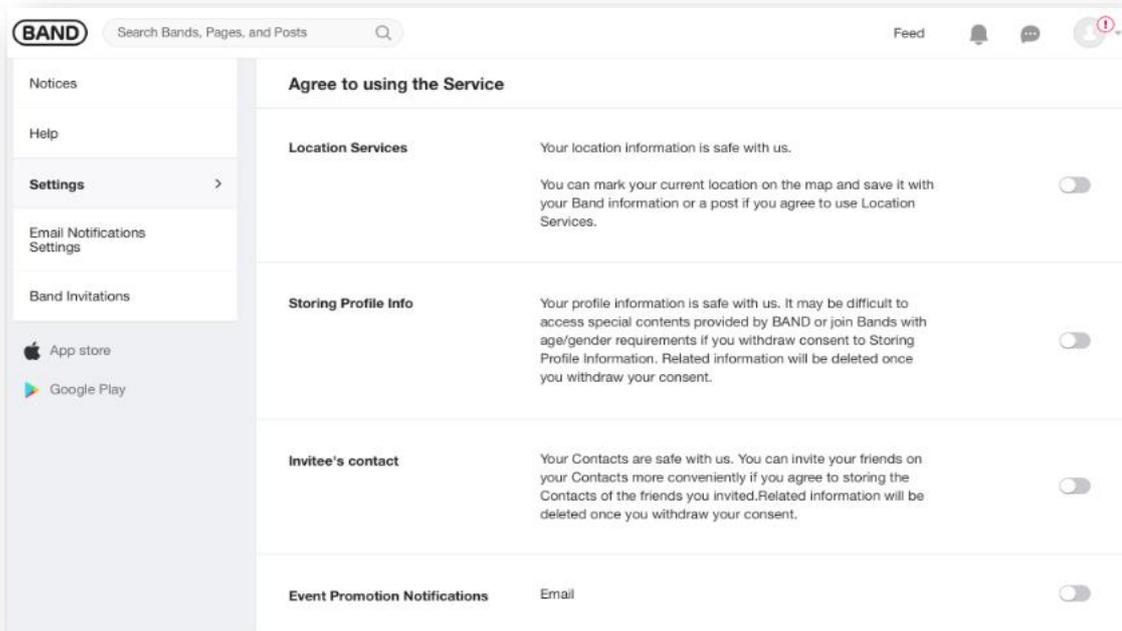
9.





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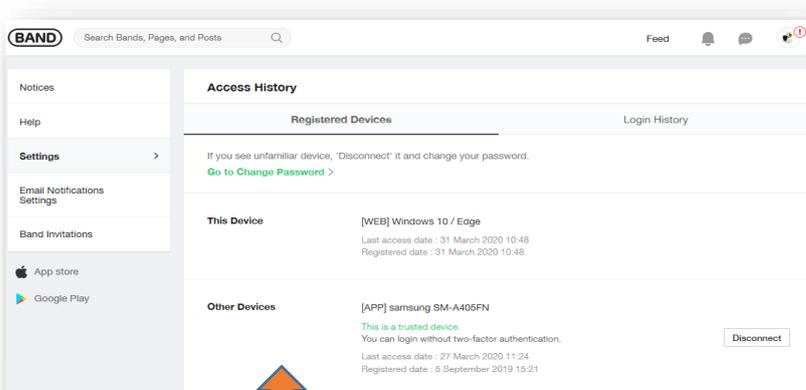
Here's the Laptop view for this setting:



**Next up - Check it's only your devices that are registered to your BAND account.** Again from your profile settings, scroll down and click the section that says **Access History**.

Make sure you recognise any other devices that are registered to your account. If you don't recognise them, delete them immediately. *Note – these are all Jacqui's devices showing up below!*

10.



Laptop/PC view

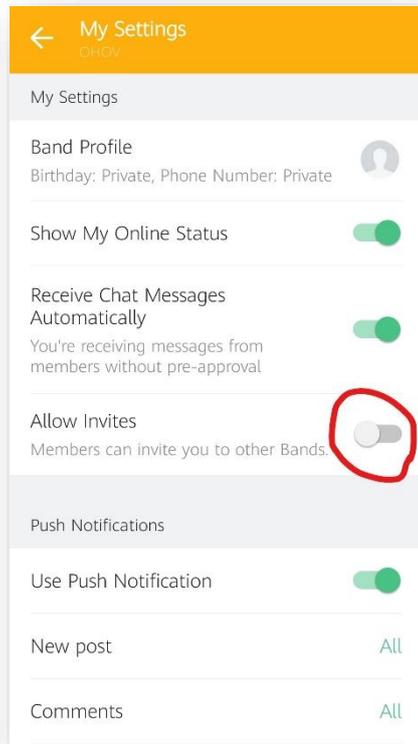


Mobile view



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11.



**You're just about there! Now it's time to set your Notifications (this is only if you are using a mobile device)**

As with the others, from your profile settings, scroll down and click the sections that says **Notifications**.

**Turn the Allow Invites – to off**

You can set the rest of your notifications to suit yourself. Remember – don't switch off all notifications as then you won't know when anyone has added anything :D

**Congratulations! You made it....  
You're good to go!**

**Now let's get cracking  
with our BAND!**

