

Papers for the

Redbridge Voluntary Sector Network

This month: Community Safety

1 to 2.30pm, Wednesday 14 February 2018

Sandwiches from 12.30pm

York Room, Redbridge Central Library, Clements Rd, Ilford IG1 1EA - **note our new venue**

Agenda

1. Introduction and apologies
2. Minutes of last meeting, matters arising
3. Reports from voluntary sector representatives
4. Belinda Goodwin, Met Police on Street Watch
5. Tarunjohn Singh, Victim Support
6. Any other business
7. Next meeting: Wednesday 14 March, York Room, Redbridge Central Library, Clements Rd, Ilford IG1 1EA

More information

If you have any questions, contact Colin Wilson on 020 3874 4135 or at colin@redbridgecvs.net

Anyone involved with a voluntary or community sector group which is based in Redbridge or works with Redbridge people is welcome to attend Network meetings – just come along!

RedbridgeCVS is funded by:



Minutes of the Redbridge Voluntary Sector Network

10 January 2018

1. Present

- Stuart Bellwood, Councillor for Seven Kings
- Benadeth, Victim Support
- Ilona Biswas King, Ilford Noise
- Pat Burnett, Redbridge Voluntary Care
- S. Granditer, King of Hearts
- Ben Harte, Wanstead House
- Vera Hunt, Redbridge Voluntary Care
- Karen Kent, Redbridge Faith Forum
- Kate McCabe, Victim Support
- Diana Neslen, RECC
- Hari Rattu, Imagine Redbridge
- Harvey Sharpe, Newbridge School
- Andrea Thorogood, Haven House
- Kathy Valdes, Digital Unite
- Colin Wilson, RedbridgeCVS
- Lynette Jackman, RedbridgeCVS

2. Introduction and apologies

Colin welcomed everyone.

Apologies were received from:

- Alan Banner, Redbridge Pensioners Forum
- Angela Banner, Redbridge Pensioners Forum
- David Landau, Redbridge Equalities and Communities Council
- Ross Diamond, RedbridgeCVS
- Liz Pearce, RedbridgeCVS

3. Minutes of the last meeting, matters arising

Colin reported that Andy Walker had been in hospital but was now recovering at home. The meeting sent best wishes for his speedy recovery.

The minutes of the last meeting were approved.

4. Reports from voluntary sector representatives

Redbridge Safeguarding Adults Board

A protocol on hoarding and self-harm is now available, which explains how to recognise these situations and how to respond. Voluntary organisations should find this useful and it will be

included in e-news.

No Recourse to Public Funds

Some people are admitted to the UK on condition that they have no recourse to public funds – this means, for example, that they cannot claim welfare benefits, and this can leave them in a desperate situation. The Fairness Commission recommended work on this issue. A new community group led by RAMFEL is starting. This will be on the March Network meeting agenda.

Social Value and Social Day Care

Ross is meeting with commissioners from the Council soon to discuss fuller implementation of the Social Value Act, in relation to the Council's review of social care Day Opportunities. The changes may be controversial – One Place East's response is quite critical – but there may be some good things emerging in relation to the new systems. Ross will report on progress at a future Network Meeting.

NHS Changes

CCGs are the NHS bodies responsible for commissioning health care. All of the East London CCG's, including those for 7 or 8 boroughs, are to come together in a merged body. This was initially called the STP (Sustainable Transformation Programme) but is now called the East London Health and Care Partnership. RedbridgeCVS and other east London CVSs will be meeting next week with this body, together with Jane Milligan who is the new "Accountable Officer" for east London CCGs. Please forward any views about this to Ross, and he will report back at a future meeting. Concerns about NHS changes can also be reported to Healthwatch.

5. Kathy Valdes of Digital Unite

Kathy spoke about how community groups can help people use online services. Kathy introduced herself and said how happy she was to be at the meeting.

There about 7.5 million people in the UK who aren't online at all, and 11 million who don't have basic digital skills. Three-quarters of charities feel they do not have the digital skills to protect themselves from fraud and scams – see more at <http://bit.ly/charitydigitalskills> and <http://resources.lloydsbank.com/insight/uk-business-digital-index>

Digital Unite's passion is to improve people's confidence to get on line, their ability to use social media, to google information and so forth.

Their goal presently is to train people who can become digital champions and in turn they pass those skill on to others. If you are a small

organisation they can train up to 10 people for free to become digital trainers.

They have free guides available on their website, which can be embedded on your site, and also a digital champions network to help alleviate isolation. People from across the country can gain skills and in turn pass them on to others. Courses cover working with older people, or with people with disabilities or sight impairment, as well as “train the trainer” courses. The charity digital toolkit has information on digital requirements, or links, for charities to go online.

Every organisation needs to find tools that are right for them, but lots of free resources are available. For example, anyone who has a Google or Gmail account has access to Google Docs, which lets you create and edit documents and store them online. You can share them with others and work on them together. In fact you can run a business on Google – and it is all free, all you need is an email address.

More information about these issues is available at:

- <https://www.digitalunite.com/>
- <https://digitalunite.com/digital-unite-guides-on-your-website>
- <https://www.getsafeonline.org/articles/charitycommission/>
- <http://micro.skillsplatform.org/charitydigitaltoolkit/>
- <http://resources.lloydsbank.com/insight/uk-business-digital-ind>

Organisations could also consider other ways of developing online services. For example, some colleges run courses in website development, and final year students are required to set up a site for a fictional business – what if they set up a website for real charitable organisation?

6. Using a Facebook page to promote your organisation

Colin explained that over half of RedbridgeCVS’s member organisations have no website or other online presence. They may feel that their service users aren’t online – but that may not be true. Services like Facebook and hardware like smartphones have made it easy and affordable for many new people to get online. And even if it’s true that your service users aren’t online, stakeholders like funders and public sector bodies are.

Websites

For some organisations, the right choice will be to start your own website. The best choice is to develop a site using Wordpress – go to Wordpress.com, click on “Get Started” and it takes you through the process.

Developing a website involves gathering information and thinking about how best to structure it, such as what to include and what to leave out. Wordpress is quite simple, but you will still need to develop some technical skills. You will probably need to pay something to get a website up and running.

Facebook

If this sounds like too much then Facebook may be the answer. Facebook is free and easy to use. You can create a “page” which will include information such as your mission, where people can access your service, your opening times, phone number and email address. You can broadcast live events through Facebook and add pictures and videos to your page. You can also add an event, such as an AGM, which other FB users can see and confirm whether they are attending.

Ben Harte wanted to know how Facebook differs from a website. Colin advised that an organisation could use Facebook to provide some basic information as a first step online, and then maybe go on to develop a website later.

7. GDPR

GDPR (the General Data Protection Regulation) is a new version of the Data Protection Act coming into effect on the 25 May and is a EU legislation. Organisations need to know what the law is, as large fines can be imposed for failure to comply, meaning potential risks and implications to your organisation’s reputation if you get it wrong. RedbridgeCVS ran training on GDPR last autumn, and will rerun the course in March.

The law is about personal data, which means any data that can be linked to any individual – including service users but other people too. Systems involved would include monitoring records, mailing lists and records about staff and volunteers. Both computer systems and information on paper are covered by the law.

There are special rules on sensitive personal data, such as information about a person’s health, religion or sex life. There are also special rules for children (defined as those aged under 13) due to their vulnerability.

The principles underlying GDPR are:

- Data must be processed (that is, stored and used) lawfully, fairly and transparently. “Lawfully” means it must be processed in accordance with one of the criteria in the GDPR. You need to know and have documented which of the criteria you are relying on to process data.
- Information must be collected for particular purposes.
- Data must be adequate, relevant and limited to what is necessary.
- It must be accurate and up to date
- It must be kept for no longer than is necessary – so you must have policies and procedures for deleting it after a certain time.
- It must be processed securely by authorised people – you need to have procedures in place to control access to your IT systems, for example as regards passwords, and you need to be sure your IT systems work properly.

People have a right to a “privacy notice” – this is a document which explains who will hold their information, your legal basis for processing it, who you will share it with and what their rights are if they have complaints.

Sometimes you will only be able to process data if you have the consent of the person involved. They must give this consent explicitly, and you must record when you obtained consent and how.

Certain breaches of data security need to be reported to the Information Commissioner’s Office.

People’s rights include the right to know what information you hold about them, and to have it corrected if it is wrong. You have 40 days to comply: you cannot usually charge a fee.

Staff and volunteers will need to be trained to operate the new law. Most organisations will need to change their policies and procedures, and board members will need to be involved in this.

More information available on our website and in eNews, or at ico.org.uk.

Haven House questioned the impact on their organisation with regards to Next of Kin/Reference data. Colin responded that he would look into this and suggested that they keep an eye on our website.

Stuart Bellwood asked if someone came to him for advice, help and or support, would it be wrong to assume that the offer of their information implied consent in itself? Colin responded that as

he understood the law, explicit consent would be required. You would need to at least explain to the person what use you were going to make of their data, especially if their information was to be shared with others. It may be wise to put something in writing.

These are the sort of detailed questions which are difficult to answer - it’s still becoming clear how the act will work in practice. Regular updates will appear in eNews and on our website.

8. Any other business

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