



Somerset SENDIAS
Special Educational Needs and Disability
Information, Advice and Support (0-25)

**A free impartial service for children and young people with SEND (aged 0 – 25),
and their parent/carer**

Child & Young Persons
Online Responsible User Agreement

Introduction

1. Somerset SENDIAS is a free impartial and confidential service providing information, advice and support about SEND. Any information shared with the service is treated in confidence and is regulated in accordance with the General Data Protection Act (GDPR) 2020.
2. The role of Somerset SENDIAS is to ensure that children, young people and their parent and carers have access to confidential and impartial information, advice and support so they can make informed decisions about their own or their child's SEND. This is achieved by working in partnership with children, young people and their parent and carers.
3. This policy enhances the Safeguarding Policy (August 2022) and is to ensure online, electronic, virtual communication tools and devices are a safe environment for both SENDIAS case workers and children and young people.

Section 1 – Usage Agreement

The child or young person will agree to the following:

- If you are under 16 years old, you will only communicate with SENDIAS using technology when there is an adult present in the same room, when interacting with SENDIAS.
- If you are over 16 years old, SENDIAS expects the young person to communicate with SENDIAS whilst in a living area of the home for example not a bedroom.
- A young person can request the support of a parent or advocate to be present.
- You will not reveal your passwords to anyone.
- You will be responsible for your own behaviour and actions when using technology (Microsoft Teams and other interactive applications), this includes the resources you access and the language that you use.



Somerset SENDIAS

Special Educational Needs and Disability
Information, Advice and Support (0-25)

- You will not deliberately browse, download, upload or forward material that could be considered offensive or illegal whilst interacting with SENDIAS.
- You will not record or take photos of anyone during a face-to-face or online sessions.
- You understand that when using Microsoft Teams and other applications provided by SENDIAS, the conversation may be recorded with your permission for training and monitoring purposes.
- You understand that these rules are designed to help keep you safe and that if they are not followed, your parent and carer may be contacted.

Section 2 - Guidelines

When participating in a video conference call on Microsoft Teams, or any other online virtual conferencing software, we expect you to be respectful to SENDIAS staff.

- Virtual meetings need to be from a private environment that is quiet, safe and free from distractions (from a living space at home, not a bedroom)
- Be on time for your interactive meeting
- Be dressed appropriately for the meeting with SENDIAS (e.g. no pyjamas).
- Interact patiently and respectfully.
- Provide feedback to SENDIAS about your experiences and any relevant suggestions
- Must not share the meeting invite information without prior agreement from SENDIAS.

Section 3 – Contact details

Somerset SENDIAS
01823 355578
sometersendias@somerset.gov.uk
www.sometersend.org.uk

Section 4 – Administration

Date written: September 2023
Review date: Septemebr 2024

Somerset Sendias

The Hollies Children's Centre, South Street, Taunton, TA1 3AG
01823 355578 SomersetSENDIAS@somerset.gov.uk www.sometersend.org.uk



Somerset SENDIAS
Special Educational Needs and Disability
Information, Advice and Support (0-25)

To request this Policy in Easy Read, Braille, Large print or Translated into other languages, please contact Somerset SENDIAS on 01823 355578 or email somersetsendias@somerset.gov.uk

END.