



## COVID-19: Digital service delivery for charities

### Introduction

Created by [Third Sector Lab](#) and [SCVO Digital](#). Content in this document is open source - feel free to copy and paste into any toolkits, guides, etc you are delivering.

**This document is open for editing.** Please scroll to the [case studies](#) and [policies](#) section below to add in links under the appropriate headings. We need to collate best practice and guidance specific to delivering charity services online.

SCVO are taking questions and resources from this call and document to [build out a draft playbook](#) for charities needing to quickly build out digital services. Please have a look and send us any feedback or requests.

### Tell us about your priorities and issues

Use [this form](#) to tell us about top priorities and issues you are facing to help shape the shared digital support we can offer. We will use this insight to shape what we do in the next days, weeks and months to help charities stay effective during the Covid-19 crisis.

Direct link to this document:  
[arities.](#)

Questions can be left as comments or by tweeting [@ThirdSectorLab](#) or [@johnfitzg.](#)

We will be having weekly Zoom calls to bring together third sector professionals interested in digital service delivery. Call details will be added here and also via [@thirdsectorlab](#) [@johnfitz](#) on Twitter.

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## Weekly Zoom calls

### Aims of these conversations

These calls and shared documents are focused on helping charities think about how they can deliver information, support and other services to beneficiaries online using livechat, video, bots, online groups, information and other tech.

It is aimed at all non-profits, community groups, social enterprises and other voluntary sector organisations. It is not a document on remote working advice for staff as there are already two excellent resources out there such as [John Fitzgerald at SCVO Top Ten HomeWorking tips](#).

<https://www.google.com/url?q=https%3A%2F%2Fscvo.org.uk%2Fp%2F35969%2F2020%2F03%2F16%2Fmy-top-ten-remote-working-tips>

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### Upcoming calls

Register at <https://scvo.org.uk/support/events>

[View previous calls](#)

## Case studies, examples & best practice of tech used to deliver specific types of charity services

Please add in links under a category. This can be a link to the specific service page on a charity website, a case study or other sources that demonstrate using digital for service delivery.

### Mental health

- [With Kids](#) - mental health and wellbeing digital resources for children and their families
- [Shout Crisis Text Line](#)
- [NPC Critical Digital Services in Mental Health Report](#)
- [Nominet Reset funding case studies](#)
- [Mind elefriends community](#)
- [Mind in West Essex training academy](#) - includes a free course called 'Use Your Smarts' which aims to help reduce the fear and confusion around digital tech, and has a number of resources which may be useful
- [Mental Health Foundation](#)
- Able Futures (for those in work)
- [Snook Mental Health Patterns Library for all developing new mental health digital tools](#)
- [A list of digital services for young people's mental health \(2019\)](#)
- [NHS Apps Library](#) - filter by subject to find apps approved by NHS
- Live chat service for people who need support with HIV, hepatitis C and sexual health in Scotland - on [waverleycare.org](#) and [sx.scot](#)
- [Edspace](#) - Edinburgh's online source of mental health and wellbeing information
- [Midspace](#) - Midlothian's online source of mental health and wellbeing information
- [Eastspace](#) - East Lothian's online source of mental health and wellbeing information
- [Westspace](#) - Westspace's online source of mental health and wellbeing information
- [Young Scot: Looking After Your Mental Wellbeing During the Coronavirus \(COVID-19\) Outbreak](#)
- [Speak Up Space](#) - instant messaging mental health support for children and young people

	<ul style="list-style-type: none"><li>● <a href="#">STAR Project (Paisley) - Covid-19 Contingency Plan Kairos Women's Space</a> - online classes and community groups focussed on cooking, women's history, mental wellbeing and creativity.</li><li>● <a href="#">Combatting loneliness one conversation at a time</a></li><li>● <a href="#">The Permah Wellbeing Survey</a></li><li>● <a href="#">How to look after your mental health during the Coronavirus outbreak</a></li></ul>
<b>Domestic abuse</b>	<ul style="list-style-type: none"><li>● <a href="#">Scotland's Domestic Abuse and Forced Marriage Helpline</a> - 24/7 helpline with an online live chat</li><li>● <a href="#">Scottish Women's Aid</a> - website with information resources and tool to locate local services</li><li>● <a href="#">Scottish Women's Aid Statement on Covid-19</a></li><li>● <a href="https://followitapp.org.uk/">https://followitapp.org.uk/</a> - an app for women in Scotland experiencing stalking (provided through <a href="#">Scottish Women's Rights Centre</a>)</li><li>● <a href="#">Scottish Women's Rights Centre COVID-19</a> - Up to date contact information for violence against women services in Scotland during Coronavirus pandemic</li><li>● <a href="#">Economic abuse and the covid 19 outbreak</a> - online guide</li><li>● <a href="#">A list of digital services in domestic abuse sector (2019)</a> - list of services for England</li><li>● <a href="#">Analysis of potential for tech in domestic abuse space (2019)</a><sup>i</sup></li></ul>
<b>Physical health</b>	<ul style="list-style-type: none"><li>● <a href="#">WHO Health Alert brings #COVID-19 facts to billions via #WhatsApp</a></li><li>● <a href="#">Hundreds of online communities at Health Unlocked</a></li><li>● <a href="#">Cancer Research UK website content audit</a></li><li>● <a href="#">NHS Apps Library</a> - filter by subject to find apps approved by NHS</li><li>● Live chat service for people who need support with HIV, hepatitis C and sexual health in Scotland - on <a href="http://waverleycare.org">waverleycare.org</a> and <a href="http://sx.scot">sx.scot</a></li><li>● <a href="https://www.beateatingdisorders.org.uk/haven">https://www.beateatingdisorders.org.uk/haven</a></li><li>● <a href="#">Active Communities</a> Renfrewshire - weekly online Clubbercise Classes, mental and physical health related content</li></ul>

<b>Counselling</b>	<ul style="list-style-type: none"><li>• <a href="#">Lifelink move all one-to-one counselling sessions to online and telephone</a></li><li>• <a href="#">Health in Mind are making as many counselling services as possible available online and on the phone</a></li><li>• <a href="#">Sue Ryder Online Bereavement Counselling</a></li><li>• <a href="#">CHAYN is running a telegram group to provide trauma support to survivors of domestic and sexual abuse</a></li><li>• <a href="#">FENIKS: Counselling, Personal Development and Support Services Ltd</a> counselling in Polish and English for the Central Eastern European Community</li><li>• <a href="#">BPS guidance for psychological professionals during Covid-19</a></li><li>• <a href="#">How to work online with children and young people: issues explored</a> – there are also links here to working online with adults, couple, etc. They're sort of discussion forum sessions with people who do a lot of work like this already.</li><li>• <a href="#">Article by Rise van Fleet</a> about some considerations when moving your therapy practice online – it's US oriented but still quite useful/interesting:</li><li>• <a href="#">A useful resource kit for working online especially for more directive/CBT oriented therapists, working with particular issues.</a></li></ul>
<b>Benefits, debt, consumer, legal and other advice</b>	<ul style="list-style-type: none"><li>• Citizens Advice on why your website contact page is SO important</li><li>• <a href="#">Citizens Advice Chatbot</a></li><li>• <a href="#">Stepchange</a></li><li>• <a href="#">Befriending Organisations (free resources) with advice about switching from face to face to telephone befriending</a></li><li>• <a href="#">BUCFP</a></li></ul>
<b>Housing and homelessness</b>	<ul style="list-style-type: none"><li>• <a href="#">Shelter Scotland webchat (Mon-Fr 10-4)</a> (Also available from any of the Housing Advice pages)</li></ul>

	<ul style="list-style-type: none"><li>• Shelter Scotland free housing advice helpline 0808 800 4444 (Mon-Fri 9-5). The above are both being run by staff who are now WFH.</li><li>• Shelter Scotland also has a <a href="#">Covid-19 housing advice page</a>, that will be updated as and when any initiatives are announced by SG or Westminster.</li><li>• Shelter Scotland has an advice line for advisers called <a href="#">ScotWRAS</a>. This provides free second tier advice to staff who are assisting their clients with housing and homelessness issues.</li><li>• Catalyst Housing Association Fuel Poverty Advice on WhatsApp</li></ul>
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<b>Disability</b>	<ul style="list-style-type: none"><li>• <a href="#">RNIB reading services online</a></li><li>• Covid Access Info (<a href="#">@CovidAccessInfo</a>)</li><li>• <a href="#">Stepping Up Live</a> - ENABLE Works offering remote support, guidance and training to disabled young people &amp; their parents, approaching an uncertain transition from school.</li><li>• <a href="https://abilitynet.org.uk/news-blogs/abilitynet-live-free-events-about-technology-and-disability">https://abilitynet.org.uk/news-blogs/abilitynet-live-free-events-about-technology-and-disability</a></li><li>• <a href="#">Lead Scotland</a> running 20 webinars April-September about supporting people to be safe online - <a href="#">check their Twitter account for updates</a>.</li><li>• <a href="#">Podcast about online safety</a>: a brief overview of the particular barriers people with learning impairments, low literacy and dyslexia can experience when wanting to use the internet safely and with confidence.</li><li>• <a href="#">Blog posts about online safety (jargon free)</a></li><li>• <a href="#">Animation - introducing digital accessibility</a></li><li>• [Video] <a href="#">Accessible Public Services - Are we there yet?</a> By Cat Macaulay, Chief Design Officer, Scottish Government</li><li>• <a href="#">PAMIS Digital Passports</a></li></ul>
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<b>Addiction</b>	<ul style="list-style-type: none"><li>• <a href="#">We Are With You (formerly Addaction) live-chat addiction support service</a></li></ul>
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	<ul style="list-style-type: none"><li>• <a href="#">Scottish Families Affected by Alcohol and Drugs - helpline and live-chat support service</a></li><li>• <a href="#">Alcohol Health Alliance - comprehensive list of support available for those with alcohol addiction/ in recovery and their families</a></li></ul>
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<b>Support groups</b>	<ul style="list-style-type: none"><li>•</li></ul>
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<b>Youth work</b>	<ul style="list-style-type: none"><li>• Digital Youth Work resources, templates, case studies - pan European project led by YouthLink Scotland <a href="http://Digitallyouthwork.eu">Digitallyouthwork.eu</a> -</li><li>• <a href="#">#Switchtoremove Posters — The Social Switch Project</a></li><li>• <a href="https://twitter.com/YoungScot/status/1240942821219188736?s=19#Switchtoremove Posters — The Social Switch Project">https://twitter.com/YoungScot/status/1240942821219188736?s=19#Switchtoremove Posters — The Social Switch Project</a></li><li>• <a href="https://medium.com/@catherineknibbs/what-are-the-issues-to-consider-working-online-with-children-young-people-during-covid-19-66cd53254d58">https://medium.com/@catherineknibbs/what-are-the-issues-to-consider-working-online-with-children-young-people-during-covid-19-66cd53254d58</a></li><li>• Paisley YMCA run 4 CoderDojo code clubs from our Makerspace and Renfrewshire libraries. We are now running the CoderDojo code clubs online. This <a href="#">webinar</a> explains how to do it.</li><li>• <a href="#">Parent and Carers Guide</a> to Breakthrough Digital Mentoring for Young People, includes consent forms</li><li>• Breakthrough Digital <a href="#">Mentoring Guide for Young People</a>, includes consent forms</li><li>• Online Guiding <a href="#">Virtual consent form</a></li><li>• <a href="#">Barnardos' child-centred resources for service design sessions</a></li><li>• <a href="#">Barnardos: Extending our engagement with young people</a></li><li>• <a href="#">Catalyst: Working alongside young people to help them deliver peer-to-peer support</a></li><li>• <a href="#">Barnardo's 4U Services - Our WhatsApp Journey</a></li></ul>
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	<ul style="list-style-type: none"><li>• <a href="#">Online Youth Work ideas, guidelines, resources</a> Collection of relevant resources gathered since the start of lock-down</li><li>• <a href="#">Ally Hunter - Bake Me Some Digital Youth Work</a></li><li>• <a href="#">YouthLink Online Youth Work Webinar Series</a></li><li>• <a href="#">My data &amp; privacy online - a toolkit for young people</a></li></ul>
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<b>Children and families</b>	<ul style="list-style-type: none"><li>• <a href="#">With Kids</a> - mental health and wellbeing digital resources for children and their families</li><li>• <a href="#">STAR Project (Paisley) - Covid-19 Contingency Plan</a></li><li>• <a href="#">Young Scot's dedicated microsite for COVID-19 information</a></li><li>• <a href="#">Young Scot: Answers to Common Coronavirus (COVID-19) Questions</a></li><li>• <a href="#">Parenting across Scotland</a></li><li>• Barnardo's pilot of WhatsApp as a service delivery tool. <a href="#">Guidance, policy, lessons learned, etc.</a></li><li>• Dads Rock will be running online workshops, such as Antenatal for Dads to be, Antenatal for Mums to be, Feeding, sleeping and hairstyle workshops. We are also providing online music lessons and supporting young dads online and over the phone, full details on <a href="https://www.dadsrock.org.uk/">https://www.dadsrock.org.uk/</a></li><li>• <a href="#">Meic</a> is the helpline service for children and young people up to the age of 25 in Wales</li><li>• <a href="https://www.themix.org.uk/">https://www.themix.org.uk/</a> - for under 25s in uk</li><li>• <a href="#">Childline</a> - advice, games, peer support, and counselling (via online chat &amp; phone) for under 19s in UK</li><li>• <a href="#">NSPCC</a> - advice, support &amp; training for parents, teachers and anyone involved in child safeguarding</li><li>• SCOREscotland (strengthening Communities for Race Equality Scotland) is running online childrens and youth clubs targeting BAME communities in the South West of Edinburgh. <a href="https://www.scorescotland.org.uk/9">https://www.scorescotland.org.uk/9</a></li><li>• <a href="https://spunout.ie/">https://spunout.ie/</a> - Ireland</li><li>• <a href="#">Parenting NI</a> established in 1979, as the Parents Advice Centre, provides free support for parents across Northern Ireland.</li></ul>
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- <https://www.familysupportni.gov.uk/> - government backed service directory of all registered childcare providers along with all services that provide support for children and families in NI.
- <https://parentzone.org.uk/parent-zone-crisis-messenger>
- [Parentinfo - Parentzone & NCA-CEOP](#)
- [Internet Matters](#)
- [www.voicemag.uk](http://www.voicemag.uk) - cultural magazine for young people in the UK
- [Potential in Me](#) are running an online support group for parents & carers of kids in adolescence (8-25). We're running personal development workshops, community connection calls and a limited amount of one-to-one coaching support
- <https://medium.com/@catherineknibbs/what-are-the-issues-to-consider-working-online-with-children-young-people-during-covid-19-66cd53254d58>
- Fischy Music [online assemblies](#) on YouTube every Monday morning at 11am (primary aged children and families).
- <https://deviecoach.com/>- free mobile app that delivers research-based daily support for parents at home with young children in the form of automated 2-5 min chats. All content based on RCT-validated [Learning Together Programme](#). Currently in use by Reach Children's Hub and People
- [FischyTunes](#) - free music video website for children's emotional and mental wellbeing.
- [www.home-start.org.uk](http://www.home-start.org.uk) - Family support charity which has local Home-Start services across the country. They ordinarily offer individual support to families with at least one child under the age of 5, who are experiencing parenting challenges, and challenges on top of daily parenting ones. This usually takes place face to face, but is currently being delivered via phone/digitally, with some offering online group support via zoom etc
- [Parent and Carers Guide](#) to Breakthrough Digital Mentoring for Young People, includes consent forms
- Breakthrough Digital [Mentoring Guide for Young People](#), includes consent forms
- Online Guiding [Virtual consent form](#)

<b>Relationships</b>	<ul style="list-style-type: none"><li>• <a href="#">CHAYN is running a telegram group to provide trauma support to survivors of domestic and sexual abuse</a></li><li>• Chayn: <a href="https://soulmedicine.io">soulmedicine.io</a> - online courses for survivors. They can choose to receive when safe for them with disguised subject lines.</li><li>• Chayn: <a href="#">Little Window</a> - a chatbot to help survivors find the information they are looking for.</li></ul>
<b>Domestic abuse (currently experiencing)</b>	<ul style="list-style-type: none"><li>• <a href="#">Scotland's Domestic Abuse and Forced Marriage Helpline</a> with phone, email and live web chat services, continuing to operate 24/7</li><li>• <a href="#">NHS UK, getting help for domestic violence</a></li><li>• <a href="#">Police Scotland advice for victims of domestic abuse</a></li><li>• <a href="#">Women's Aid England</a></li><li>• <a href="#">Scottish Women's Aid</a></li><li>• <a href="#">Women's Aid Northern Ireland</a></li><li>• <a href="#">Welsh Women's Aid</a></li><li>• <a href="#">Women's Aid Ireland</a></li><li>• <a href="#">For Male Victims in UK</a></li><li>• <a href="#">Chyan chat bot.</a></li></ul>
<b>Older people</b>	<ul style="list-style-type: none"><li>• <a href="https://www.age.scot/coronavirus">https://www.age.scot/coronavirus</a></li><li>• <a href="https://silversunday.org.uk/coronavirus/">https://silversunday.org.uk/coronavirus/</a></li><li>• <a href="https://www.alzscot.org/coronavirus-updates">https://www.alzscot.org/coronavirus-updates</a></li><li>• <a href="https://digitalinclusionleeds.com/2020/03/24/digital-health-hub-cross-gates-and-district-good-neighbours-covid-19/">https://digitalinclusionleeds.com/2020/03/24/digital-health-hub-cross-gates-and-district-good-neighbours-covid-19/</a></li><li>• <a href="https://www.playlistforlife.org.uk/covid/">https://www.playlistforlife.org.uk/covid/</a></li><li>• <a href="https://abilitynet.org.uk/news-blogs/abilitynet-live-free-events-about-technology-and-disability">https://abilitynet.org.uk/news-blogs/abilitynet-live-free-events-about-technology-and-disability</a></li></ul>

<b>Arts and culture</b>	<ul style="list-style-type: none"><li>• <a href="https://www..org.uk/covid19">https://www..org.uk/covid19</a></li><li>• <a href="https://sca-net.org/resources/view/scan-factsheet-digital-working-meetartscouncilings-and-events">https://sca-net.org/resources/view/scan-factsheet-digital-working-meetartscouncilings-and-events</a></li><li>• <a href="#">Multilingual working and resources online</a> or email <a href="mailto:unesco.rila@glasgow.ac.uk">unesco.rila@glasgow.ac.uk</a></li><li>• <a href="https://funpalaces.co.uk/news/tiny-revolutions-of-connection/">https://funpalaces.co.uk/news/tiny-revolutions-of-connection/</a></li><li>• <a href="#">Culture &amp; Wellbeing Community Network</a> Scotland - facebook network connecting community practitioners (including libraries &amp; cultural organisations) to tackle isolation and support connectedness</li></ul>
<b>Refugees and asylum seekers</b>	<ul style="list-style-type: none"><li>• <a href="#">Multilingual Videos by Right to Remain</a></li><li>• <a href="#">Scottish Refugee Council</a>: helpline 0141 223 7979, live chat feature. <a href="https://www.scottishrefugeecouncil.org.uk/covid-19/">https://www.scottishrefugeecouncil.org.uk/covid-19/</a></li></ul>
<b>Equalities</b>	<ul style="list-style-type: none"><li>• <b>Ethnic Minority National Resilience Network</b> <a href="https://bemis.org.uk/emnrn/">https://bemis.org.uk/emnrn/</a></li></ul>
<b>Community engagement</b>	<ul style="list-style-type: none"><li>• <a href="#">STAR Project (Paisley) - Covid-19 Contingency Plan</a></li><li>• <a href="#">Young Scot: Supporting Your Community During the Coronavirus (COVID-19) Outbreak</a></li><li>• <a href="#">Scottish Community Development Centre (SCDC)The Essex Map</a> - community asset map detailing support, services, activities, homeschool resources etc that can be accessed during the coronavirus outbreak. Usually reserved to promote third sector services in Essex</li><li>• <a href="#">Kairos Women's Space</a> - online classes and community groups focussed on cooking, women's history, mental wellbeing and creativity.</li></ul>

## Food

- [STAR Project \(Paisley\) - Covid-19 Contingency Plan](#)

## Environment

### Resource links from Environmental DigiShift (6th August 2020)

- [FoE Scotland webinar recordings](#)
- Zoom/ Teams
- Eventbrite
- Ticketsource
- GoTo webinar
- Smartsurvey & Mentimeter for research
- WebEx
- TypeForm for gathering feedback remotely
- Feedback and data capture <https://forms.microsoft.com/> & <https://docs.google.com/forms>
- Friends of the Earth Scotland [guide on how community groups can use zoom](#)
- <https://www.citation.co.uk/atlas/>
- <https://www.xero.com/uk/why-xero/your-business/non-profit-accounting/> 25% off Xero if you're a charity
- Greener Kirkcaldy presentation <https://drive.google.com/file/d/1yInpZyEA5Dw00cPqOVRMWexTBPxnBR19/view>
- online training platform Moodle: <https://moodle.org/>
- Take One Action films <https://www.takeoneaction.org.uk/film/>
- Greener Kirkcaldy You Tube channel [https://www.youtube.com/channel/UCo6o\\_3OobuFFu-WDr7fNYPQ](https://www.youtube.com/channel/UCo6o_3OobuFFu-WDr7fNYPQ)
- open source video editing software Shotcut
- <https://www.komoot.com/discover>
- <https://www.viewranger.com/en-gb>
- hootsuite for social listening!
- Hootsuite social listening how to vid: <https://www.youtube.com/watch?v=sgjAdzCbvRs>
- WebinarGeek for films and webinar events - [webinargeek.com](http://webinargeek.com)
- [Good quality affordable mic](#) suitable for phones

	<ul style="list-style-type: none"><li>• Windows 10 film editing is available through the Photo function, quite basic compared to Moviemaker but could be useful if you know it's there</li><li>• da vinci resolve is a great free editing software</li><li>• We Video for video editing</li><li>• iMovie - if you're using an iPhone and editing on the phone itself</li><li>• YouthLink Scotland video on <a href="#">How to make TikTok a part of your youth work offer</a></li><li>• blog <a href="#">How Young Scot use TikTok</a></li><li>• Catalyst <a href="#">DigiSafe Safeguarding guide</a></li><li>• blog <a href="#">Safeguarding online: How Young Somerset digitised their 1-to-1 therapy service</a></li><li>• Zoom breakout rooms <a href="https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms">https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms</a></li><li>• <a href="https://www.ethicalconsumer.org/technology/shopping-guide/video-conferencing">https://www.ethicalconsumer.org/technology/shopping-guide/video-conferencing</a></li><li>• Blog <a href="#">Zoom calling &amp; privacy</a></li><li>• PlantLife Scotland - <a href="#">Zoom breakout room tips</a></li></ul>
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## Specific safety & privacy issues

Please add in links under a category. This has come up over and over again where charities are providing direct support services online to marginalised groups and younger people.

<p><b>Safeguarding policies and best practice</b></p>	<ul style="list-style-type: none"><li>• <a href="#">Digital Resources for the third sector in Wales #Covid-19</a></li><li>• <a href="#">Safeguarding Guide: synchronous online delivery</a></li><li>• <a href="#">Online Compass</a> produced by SWGfL (who also run online safety mark for schools) Online Compass is an online-safety self-review tool designed for organisations working with children and young people. It helps assess your current practice and provides guidance for ongoing development re online policies/procedures etc. Nb the resources are in the process of being updated so some links don't work.</li><li>• <a href="#">Full Fact</a></li></ul>
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- Chayn - [Developing Little Window Chat Bot sensitively in context of Gender Based Violence](#)
- Youth Highland - [Youth Work \(includes safeguarding principles\)Digital](#)
- [Covid-19: Fact or fake quiz](#)
- [Ofcom: Covid-19 news and information: consumption and attitudes](#)
- [Coronavirus and #fakenews: what should families do?](#)
- [Internet Matters: Fake news, misinformation, and coronavirus](#)
- [Ofcom: Cutting through the Covid-19 confusion](#)
- [Snopes](#)
- [FutureLearn - Making Sense of Data in the Media](#)
- [Introduction to cyber security](#)
- [Free OpenLearn course: Digital literacy: succeeding in a digital world](#)
- [Weekly scam newsletter](#)
- [Cyber Resilience COVID-19 Bulletin](#)
- [Phishing: how to report to the NCSC](#)
- [NCSC Small Charity Guide](#)
- [Getsafeonline.org](#)
- [Blog: What a youth trip to Dartmoor can teach us about digital safeguarding](#)
- [Safeguarding checklist for online Youth Work](#)
- [Parent and Carers Guide to Digital Mentoring for Young People](#), including consent forms
- [Young persons consent form](#) for digital mentoring
- [\[Tool\] DigiSafe from The Catalyst](#)
- [Digital Safeguarding Resource Pack](#)
- [DigiListen podcast on Privacy and Safeguarding](#)
- [Safeguarding awareness training](#) from NSPCC
- [\[Article\] What a youth trip to Dartmoor can teach us about digital safeguarding](#)
- [\[Article\] What are the rules about an ISS and consent?](#)
- [\[Article\] Zoom calling and privacy](#)
- [YoungScot 5Rights](#)

## Privacy and GDPR policies best practice

- [Digital citizenship: Young peoples' rights on social media - Teaching pack for 11-14 year olds / tes / childrens commissioner](#)
- [DocuSign standard and pro available discounted via Charity Digital](#)
- [DocuSign standard edition](#)
- Dropbox business and their document signing system hellosign are offering free 3 month subscriptions for nonprofits working to fight against COVID-19 or supporting those affected by COVID-19:  
<https://go.dropbox.com/en-us/covid19-donation-program>  
- from Sean Pollok
- [Support for giving outgoing calls with Zoom](#)  
- from John Fitzgerald
- [Risk assessment and consent processes for remote support](#)  
- from Kylie Havelock
- [Privacy 4 Therapists Standard](#)
- Contact e-mail for subscription to CASPAR weekly update from NSPCC. Current newsletter offers policy updates / guidance with regard to impact of COVID-19 restrictions including protecting vulnerable young people and continued contact: [subscriptions@email.nspcc.org.uk](mailto:subscriptions@email.nspcc.org.uk)
- [BPS guidance for psychological professionals during Covid-19](#)
- [\[Book\] An Artificial Revolution: On Power, Politics and AI](#)
- [\[Book\] Invisible Women: Exposing Data Bias in a World Designed for Men](#)
- [Nesta - Artificial Intelligence](#)
- [Data ethics: how to be more trustworthy with data](#)
- [CDEI AI Barometer](#)

## Design, content and services

### Digital content

- [DigiShift Zoom call on Digital Content and User Needs](#)
- [Example Content Strategy from Content Design London](#)
- An example of well-organised content: [SCVO COVID-19 Info Hub](#)



	<ul style="list-style-type: none"><li>• Create slick graphics with <a href="#">Canva</a></li><li>• <a href="#">SCVO Digital Content Design resources</a></li></ul>
<b>Users</b>	<ul style="list-style-type: none"><li>• <a href="#">DigiShift Zoom call on Digital Content and User Needs</a></li><li>• <a href="#">Example of how Scope explain the PIP appeals process</a></li><li>• <a href="#">Hotjar: Heatmaps and extended website analytics</a></li><li>• <a href="#">Digitally Agile National Principles</a></li><li>• </li><li>• <a href="#">[Video] Example of how Scope explain the PIP appeals process</a></li><li>• <a href="#">Citizens Advice: Using our 'Contact us' pages was too difficult — here's how we've made it easier</a></li><li>• <a href="#">Blog: Why we're removing the most visited advice page on our website</a></li><li>• <a href="#">Citizens Advice tracker</a></li><li>• <a href="#">[Article] FutureGov: How to prioritise your services</a></li><li>• <a href="#">[Article] Understanding your services</a></li><li>• <a href="#">[Article] How we're working to transform the way we work with data</a></li><li>• <a href="#">[Article] Made to Measure: how measurement can improve social interventions</a></li><li>• <a href="#">DataKind programmes</a></li><li>• <a href="#">[Article] A four step approach to collaborative data projects</a></li><li>• <a href="#">[Article] StreetLeague Impact Dashboard</a></li><li>• <a href="#">[Book] Measuring the Networked Nonprofit: Using Data to Change the World</a></li><li>• <a href="#">[Course] Driving Value from Data</a></li><li>• <a href="#">[Article] A DataKind UK first — a virtual DataDive</a></li><li>• <a href="#">[Article] Understanding people before creating new tech</a></li><li>• <a href="#">[Article] We're using 'behaviour modes' to keep users at the centre of decisions</a></li></ul>
<b>Remote learning and working resources and guidance</b>	<ul style="list-style-type: none"><li>• <a href="https://swgfl.org.uk/resources/safe-remote-learning/">https://swgfl.org.uk/resources/safe-remote-learning/</a></li><li>• Free Online Learning Options (crowdsourced by Lead Scotland's Learning Coordinators): <a href="https://www.lead.org.uk/free-online-learning-options-during-the-coronavirus/">https://www.lead.org.uk/free-online-learning-options-during-the-coronavirus/</a></li><li>• <a href="#">How to make your Zoom meetings for 20+ people run smoothly</a>   21st April, 10am</li></ul>

	<p>While it's straightforward to get started with, Zoom has many less obvious features which can help your organisation connect and get work done. At this webinar learn how to use tools such as breakout rooms and how to get the best tech setup, for when you're hosting calls with large groups of people.</p> <ul style="list-style-type: none"><li>• <a href="#">How to run awesome remote workshops   23rd April, 5pm</a> Get tips, tricks and tools for ensuring that your remote workshops are engaging and productive. Covering - how to use collaborative whiteboards, how to prep properly and how to improve your facilitation skills.</li><li>• <a href="#">Beth Kanter: Five Tips for Nonprofits to Avoid Virtual Fatigue</a></li><li>• <a href="#">TED: Johann Hari: This could be why you're depressed or anxious</a></li><li>• <a href="#">[Video] Science of Character - VIA Institute</a></li><li>• <a href="#">"The reason why meetings often don't work is because the boss is there"</a> - Eat Sleep Work Repeat</li><li>• <a href="#">Grab a remote donut or coffee</a> - Connect with your colleagues through virtual coffee breaks</li><li>• <a href="#">"What we'll lose from the office"</a> - Eat Sleep Work Repeat</li><li>• <a href="#">Hackathons: a Practical Guide</a></li><li>• <a href="#">Essential Digital Skills toolkit</a> from SCVO</li><li>• <a href="#">Why we ditched meetings</a></li></ul>
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<h2>Using data</h2>	<ul style="list-style-type: none"><li>• <a href="#">[Article] Coming full Circle – how data can help charities measure success</a></li><li>• <a href="#">[Article] Debbie @ Volunteer Scotland shows the power of data science</a></li><li>• <a href="#">[Article] Data for Children Collaborative - Impact Collaborations</a></li><li>• <a href="#">[Course] The Data Lab MSc</a></li><li>• <a href="#">[Book] Data Driven Nonprofits by Steven MacLaughlin</a></li><li>• <a href="#">Live traffic and searches on citizensadvice.org.uk</a></li><li>• <a href="#">[Book] An Artificial Revolution: On Power, Politics and AI</a></li><li>• <a href="#">[Book] Invisible Women: Exposing Data Bias in a World Designed for Men</a></li><li>• <a href="#">Nesta - Artificial Intelligence</a></li><li>• <a href="#">Data ethics: how to be more trustworthy with data</a></li><li>• <a href="#">CDEI AI Barometer</a></li></ul>
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<b>Accessibility</b>	■
<b>Service design</b>	<ul style="list-style-type: none"><li>● <a href="#">[Book] Good Services: How to Design Services That Work by Lou Downe</a></li><li>● <a href="#">10 principles for design in a crisis</a></li><li>● <a href="#">Lou Downe's 15 principles of good service design</a></li><li>● <a href="#">10 digital design principles to help UK charities build #BetterDigitalServices</a></li><li>● <a href="#">[Course] Scottish Digital Academy - Service Design Champions</a></li></ul>
<b>'No code' technology</b>	<ul style="list-style-type: none"><li>● <a href="#">Landbot.io</a></li><li>● <a href="#">Glide</a></li><li>● <a href="#">Carrd.co</a></li><li>● <a href="#">Airtable</a></li><li>● <a href="#">Gyana</a></li><li>● <a href="#">[Article] The Best No-Code Sales and Marketing Stack for 2020</a></li><li>● <a href="#">[Article] Where next for no-code?</a></li><li>● <a href="#">[eBook] The no code revolution</a></li><li>● <a href="#">[Article] #NoCode Future</a></li><li>● <a href="#">Trends #0006 — No Code</a></li><li>● <a href="#">The Future is No-Code</a></li><li>● <a href="#">100 Days of No Code</a></li><li>● <a href="#">TimeTastic - Staff leave planner</a></li><li>● <a href="#">ProntoForms for mobile forms</a></li><li>● <a href="#">AppSheet</a></li></ul>

## For Boards and Trustees

- [Changing the Chemistry](#)
- [Digital Skills Assessment](#)
- [The Catalyst Service Recipes](#)
- [10 design principles to help charities build better digital services](#)
- [Scottish Governance Code & checkup](#) from SCVO
- [Good Governance](#) from SCVO

## Other digital resource hubs for charities

- [ProMo-Cymru](#) (Wales focus but relevant links)
- <https://coronavirustechhandbook.com/home>
- <https://coronavirustechhandbook.com/civil-society>
- [#switch to remote project](#) - professionals working directly with young people on how to manage safer video calls
- [Support, training and tools to address COVID-19 challenges from The Catalyst network](#), categorised by the top charity needs seen across the sector
- [Selection of most useful links/guides/resources circulating the web to help both service users and staff/volunteers to connect & communicate digitally](#) (set up by Citizens Online and crowd-sourced)
- [Internet Essentials for those self-isolating who need help to find information and communicate online](#)
- CAST [Better Digital Principles](#) a really useful guide for services of any scale
- Voluntary sector [Digital Design Principles](#) northwest have created this [guide](#) for people who are new to video gatherings.
- [Design Principles - Best practice to follow when designing new digital services](#)
- Tech for Good Hub - Learning from Comic Relief Tech for Good Funding/ Grantees
- <https://coronavirusadvice.scot/>
- [Translated Guides to using Zoom](#) (Arabic, English, French, Kurdish, Polish, Somali, Spanish, Tigrinya)
- [Mind in West Essex Training Academy](#) offers a digital home learning platform for local organisations to host their courses
- [The Essex Map](#) can be utilised in place of a website for organisations with limited funding, in order to offer free promotion and awareness to local residents
- [YouthLink Online Youth Work Ideas, Guidelines and Resources](#)

- [Catalyst: Service recipes for charities](#)
- [360Giving](#)

## Previous DigiShift calls

- **Good Services with Lou Downe**  
Tuesday 16 June at 2.00pm
- **Mental Health Digital Service Delivery**  
Thursday 11 June at 2.00pm
- **Data Driven Charities**  
Tuesday 9th June at 2.00pm  
[View Brian Hills' presentation slides](#)
- **Community Learning and Development (CLD) Digital**  
Thursday 4th June at 2.00pm
- **Workplace culture, staff wellbeing and remote working**  
Tuesday 2nd June at 2pm
- **Carers Organisations: Digital Service Delivery & Remote Working**  
Thursday 28th May at 11am
- **Service Design for Charities**  
Tuesday 26th May at 2pm
- **Cyber Security for Third Sector Organisations**  
Wednesday 20<sup>th</sup> May at 10am
- **Managing risk and the impact of misinformation**  
Tuesday 19<sup>th</sup> May at 2pm
- **Digital Content and user needs**  
Thursday 14th May, 2pm  
[Click here to view the full recording](#)
- **Digital Leadership with Zoe Amar**  
Tuesday 5 May at 2.00pm  
[View notes](#)
- **Crisis Housing,**  
Friday 1 May at 11.30am  
[View notes](#) [Click here to view the full recording](#)

- **Building Online Communities**  
Thursday 30 April, 11.00am  
[View notes](#) [Click here to view the full recording](#)
- **Ask Me Anything session w/ Beth Kanter**  
Thursday 23 April, 4.00pm  
[Click here to view the full recording](#)
- **Wednesday 15 April**  
[Click here to view the full recording](#) [View notes](#)
- **Wednesday 8 April, 2.00pm**  
[Click here to view the full recording](#) [View notes](#)
- **Thursday 2 April, 11.00am**  
[Click here to view the full recording.](#) [View notes](#)
- **Thursday 26 March, 11.00am**  
[Click here to view the full recording.](#) [View notes](#)
- **Friday 20 March, 11.00am**  
[Click here to view the full recording.](#) [View notes](#)