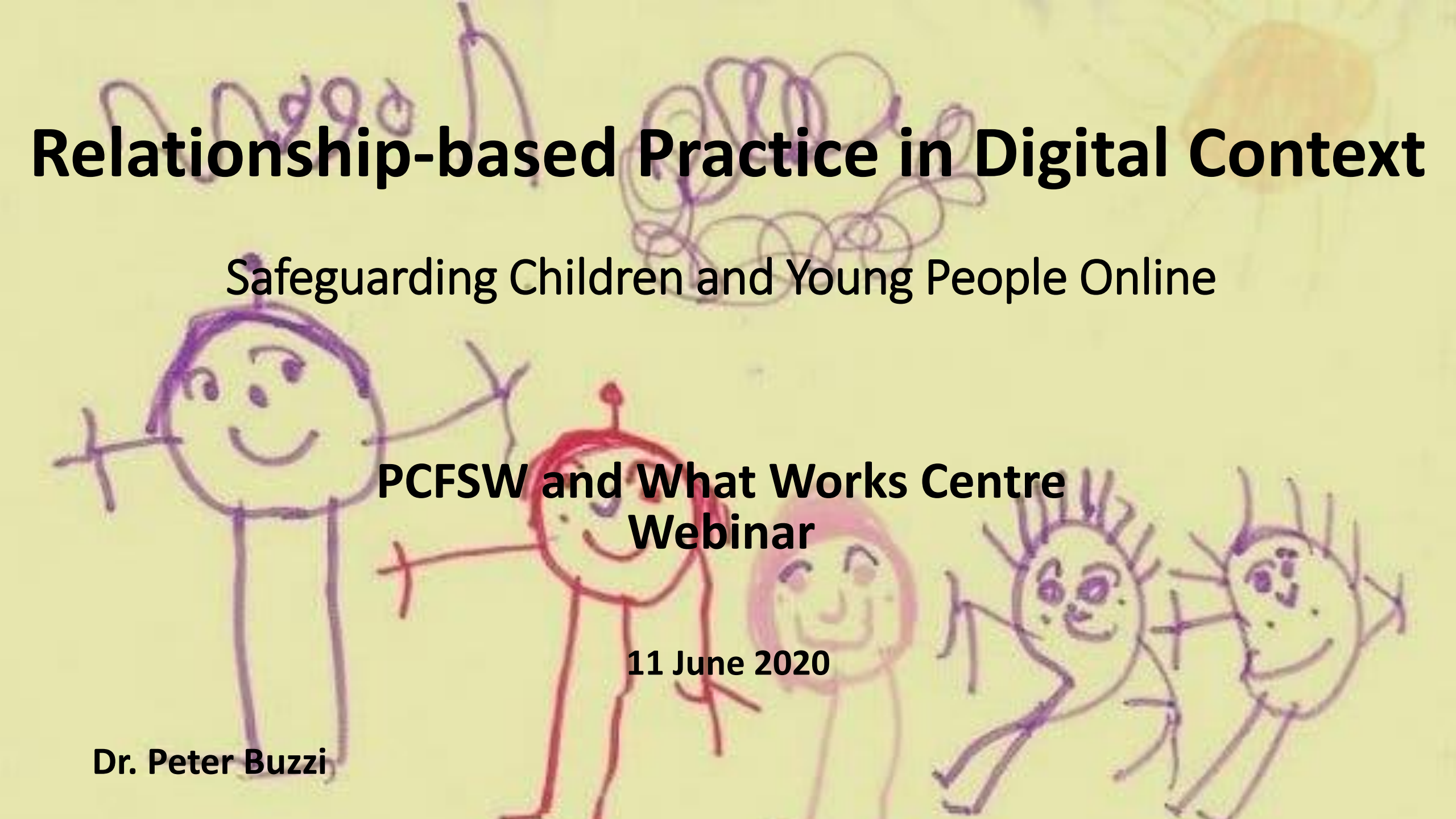# Relationship-based Practice in Digital Context

Safeguarding Children and Young People Online

PCFSW and What Works Centre Webinar

11 June 2020

Dr. Peter Buzzi

I see you / I am here

- *Sawa Bona*

- *Sikona*

- *"Unless we exist in the eyes of others we may come to doubt our own existence. Being is a social and psychological construct; it is something that is made not given." (Myerhoff, 2007, p.31)*

- **Do our services truly see the people we serve?**

- **And are we there when the people need our help, care and support?**

Changing Communication & Relationships

Relationship-based Practice in Digital Context

Tallulah Mary Scarlett Wilson
Died: 14.10.12 (age 15)

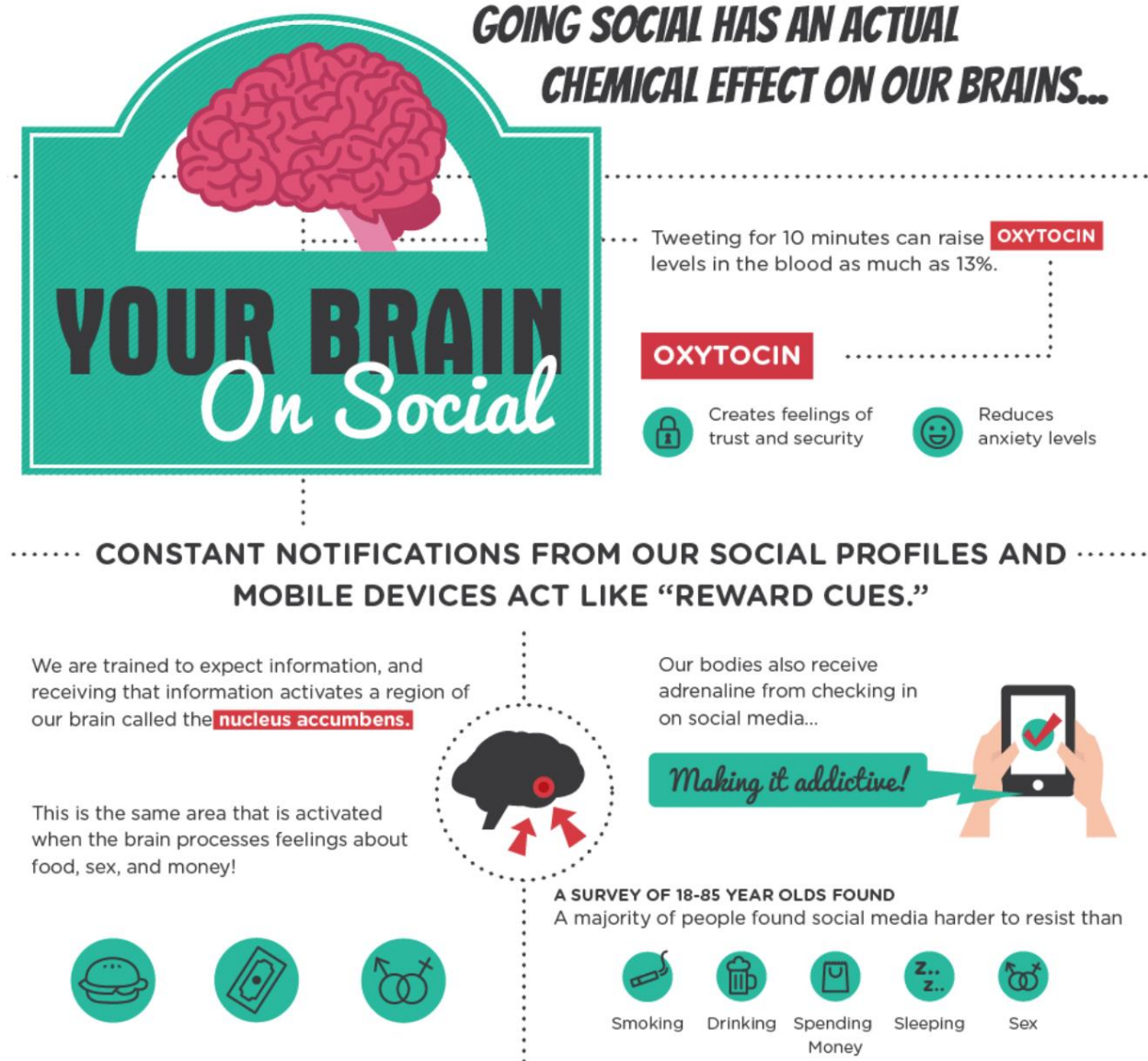Relationship-based Practice in Digital Context

Analysis

- **Risk Factors:** Complex risks including digital self-harm and assumptions about 'best' way to minimise online risks

- **Identity:** Underestimated the importance of online identity

- **Being Deleted:** Consultant psychiatrist gave evidence that, with hindsight, Tallulah may have felt herself to be deleted in some way when her Tumblr account was deleted. Thousands of people had read her posts and she had gained great satisfaction from that. Her internet provided both positive and negative impact

- **Professionals' lack of good enough understanding of social media:** No person who gave evidence felt that, at the time they were looking after Tallulah, they had a good enough understanding of the evolving way that the internet is used by young people
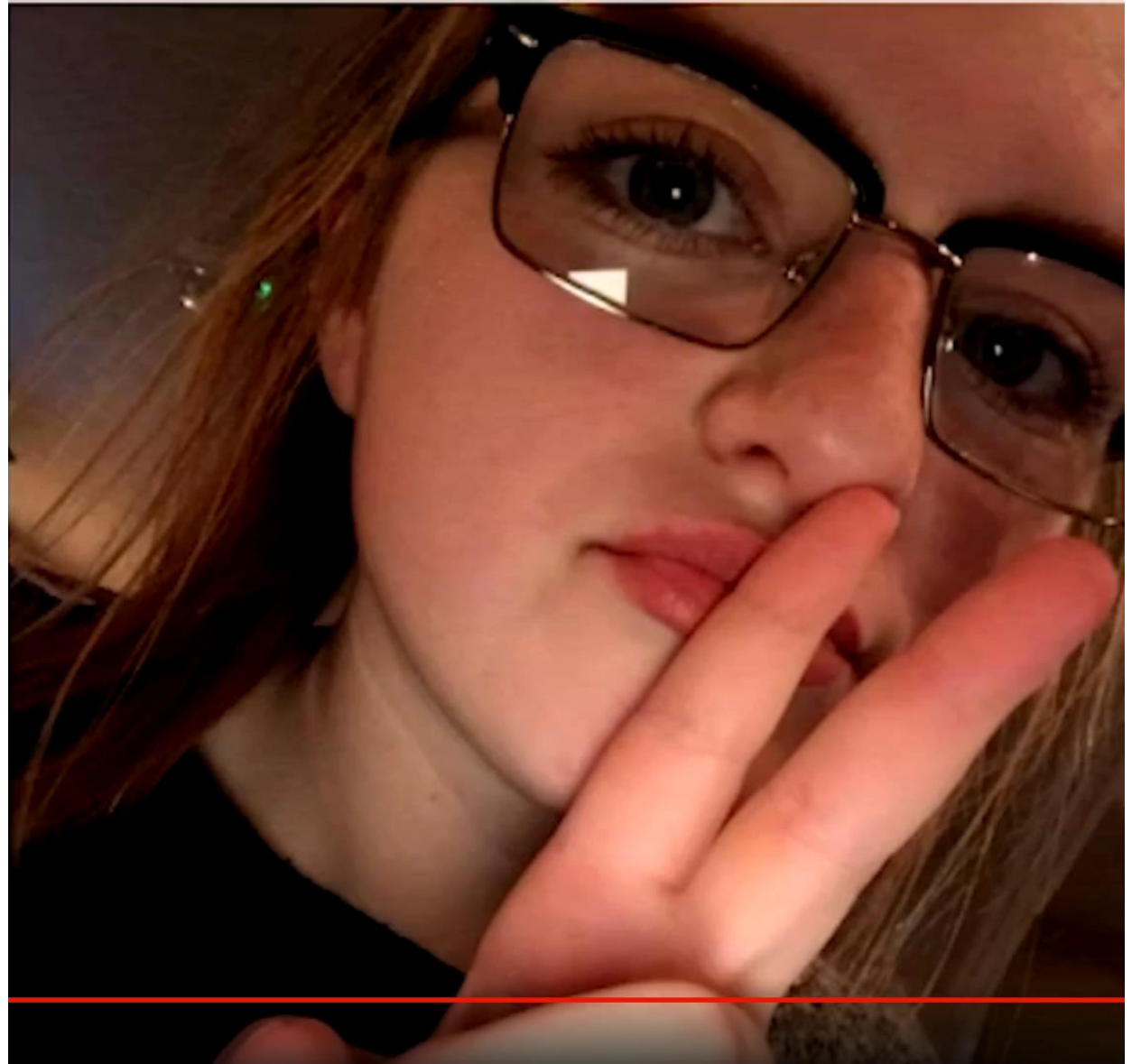
Relationship-based Practice in Digital Context

Snapstreak

Relationship-based Practice in Digital Context

Ruby Seal
(Feb. 2017)

Relationship-based Practice in Digital Context
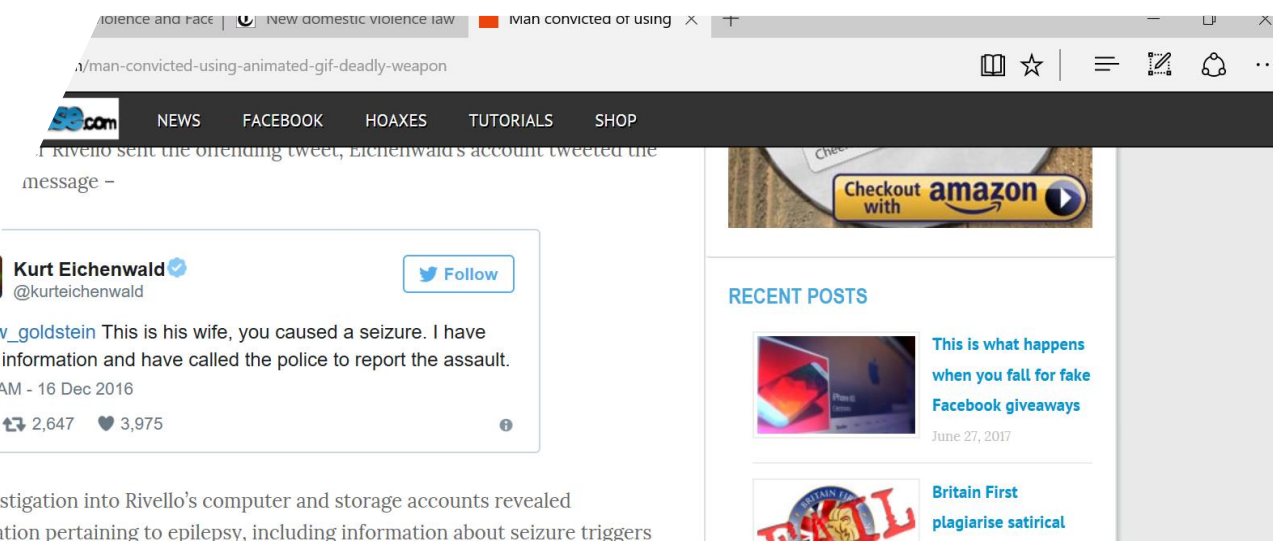
Digital Assault using GIF images

- **Risk Factors:** Digital assault

- **Digital Assault:** This is an example of new forms of risks and new forms of aggression and abuse

- **Online risks and harm can result in serious physical and emotional risks and harm:** From aggressive online behaviour to cyberstalking and cyberbullying to digital assault and more, online postings and behaviour can have important impact and result in serious harm both online and offline, including physical and emotional harm as highlighted in this case

- **Good digital citizenship and spectator effect:** Research highlights the importance of the role of spectator and proactive digital citizenship

Changing Practice Expectations

Buzzi et al. researching the preferences of young people and their families and carers using semi-structured phone interview combined with focus groups found:

- Young people and their families would like practitioners to liaise with them through multiple communication channels including social media, text and email; and
- Young people and their families indicate that flexible use of digital and social media technologies can generate and sustain feeling of closeness and caring.

- Research by Buzzi et al. indicates that **more than 9 out of 10 social workers do not consider social media and online risks in their assessments and reports** except when there is specific concerns in relation to social media or children's online engagement.
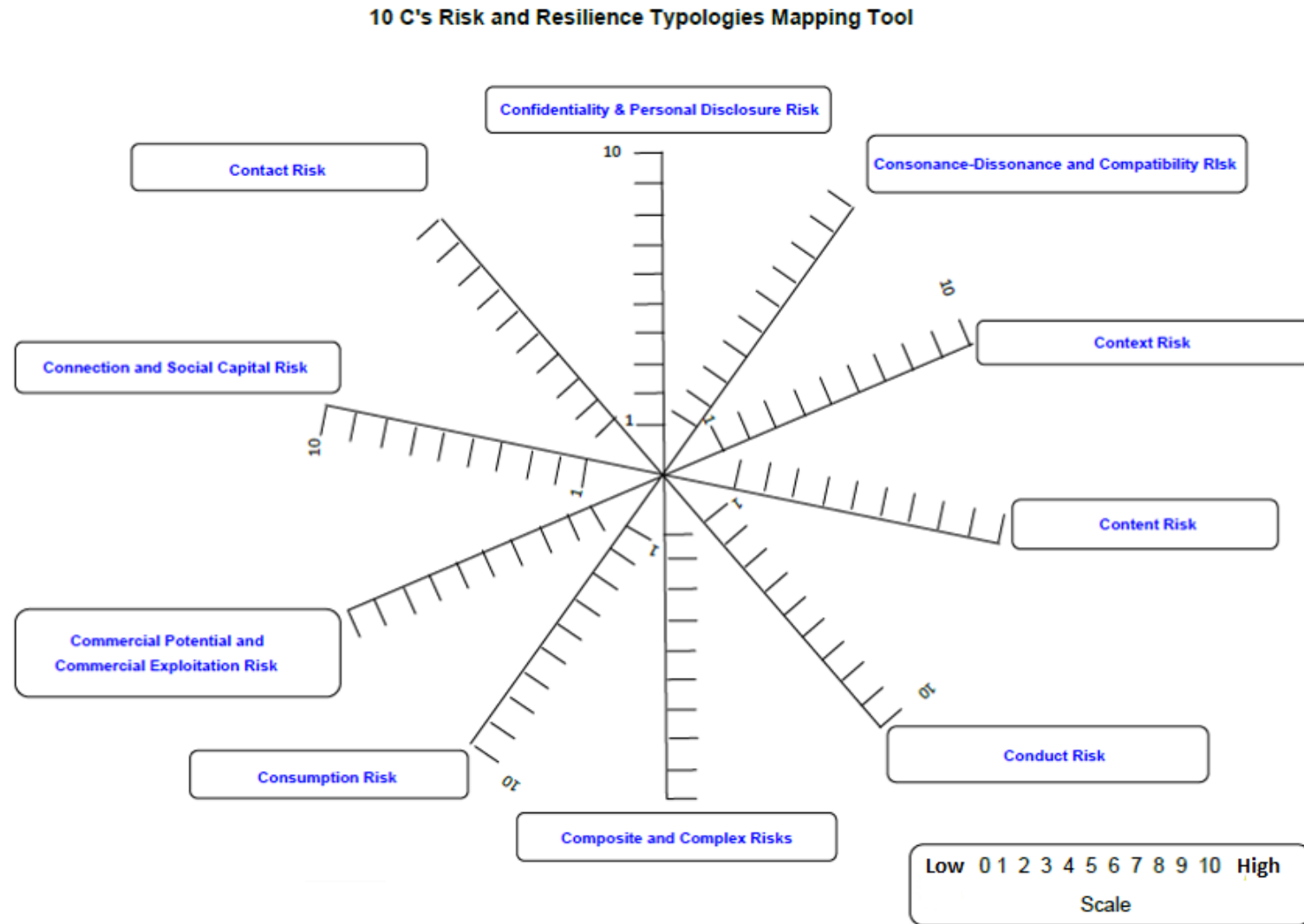
Community Care FOI and survey findings:

- Social workers using social media to find evidence on service users as lack of guidance leaves knowledge gaps.
- A small number of council social media policies referencing guidance around surveillance, while a quarter of social workers say they have used a profile for evidence

The 10 Cs Risk and Resilience

Online risks and harm and the child's experience		
Connection and social capital	Context	Connection and social capital
Content	**Identity, relationships &and development**	Contact
Consumption		Conduct
Consumption and use of media	Complex and Composite	Compatibility

Relationship-based Practice in Digital Context

10 C's Risk and Resilience Typologies Mapping Tool

Relationship-based Practice in Digital Context

The 10 Cs Risk and Resilience

Digital Professionalism Risk & Opportunity Profile

© Dr. Peter Buzzi

Relationship-based Practice in Digital Context

We are working with Social Work England to develop new practice guidance and support practitioners here is a list of the available guides:

- *Covid-19: An Ethical Response: this is a guide on ethics*

https://esafeguarding.org/publications/PSW-and-SWE-Coronavirus-Ethical-Response-and-Best-Practice-Guide-20200505.pdf

- *Guidance for Risk Assessment:*

https://esafeguarding.org/publications/PSW-and-SWE-Best-Practice-Guide-for-Prioritizing-Children-and-Families-Needs-and-Risks-20200505.pdf

- *Guidance for Video Calls and Online/Virtual Home Visits:*

https://esafeguarding.org/publications/PSW-and-SWE-Best-Practice-Guide-for-Video-Call-and-Virtual-Home-Visit-20200505.pdf
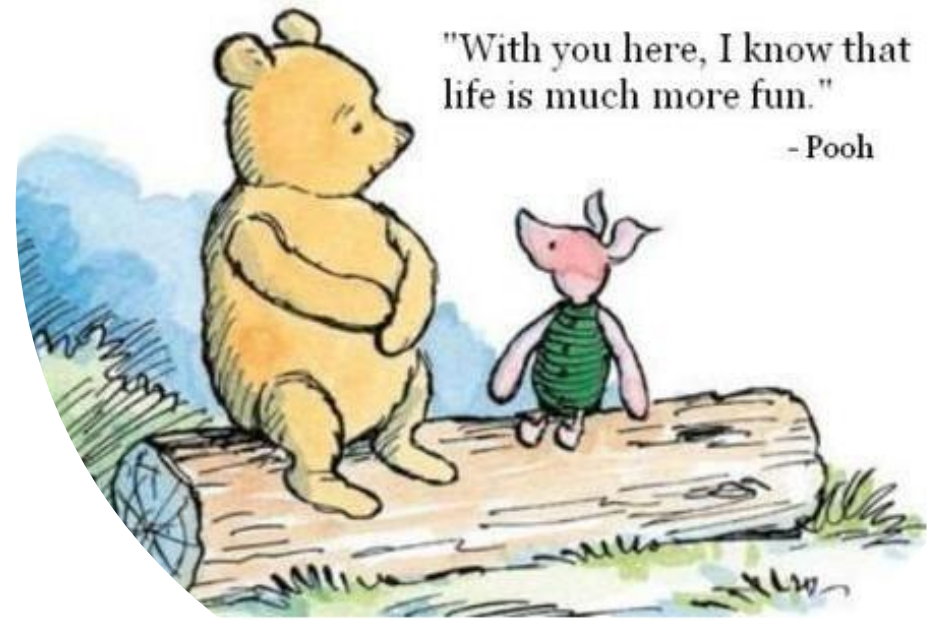
- *Guidance for Assessing Online Risks, Harm and Resilience and Safeguarding of Children and Young People Online:*

https://esafeguarding.org/publications/PSW=and-SWE-Best-Practice-Guidance-for-Assessing-Online-Risks,-Harm-and-Resilience-and-Safeguarding-Children-and-Young-People-Online-2020-05-26.pdf

© **Dr. Peter Buzzi**   Relationship-based Practice in Digital Context

"With you here, I know that life is much more fun."
– Pooh

The power of relationships

- People say being young are the best of years of your life, but growing up is hard.

- If you leave children to their own devices they might never leave those devices.

- In the age of 24 hour connectivity it is disconnecting that is a challenge; we need to practice the art of disconnecting.

Questions & further information

To join the national network for digital practice, research and wellbeing and access other helpful tools and resources, please email:

PSWresearch@esafeguarding.org

➢ **For questions and further details please contact:**

➢ **Claudia Megele @ClaudiaMegele**

➢ **Dr. Peter Buzzi   @MHChat**

➢   **email: PSWresearch@esafeguarding.org**

© **Dr. Peter Buzzi**   Relationship-based Practice in Digital Context