

VIDEO CONFERENCING PROTOCOL & GUIDELINES

Updated as of September 2026

At Launch It, we are formulating a **strategy to use technology to both support the young people we work with** and increase the cohort who are supported by our services. To do this we are planning to utilise video conferencing for meetings and virtual support.

When staff or mentors are making make the video call you must please follow these simple steps and guidelines:

1. Make sure the computer is in a suitable place, (not in a bedroom or bathroom for example) and the background is clear, showing just the wall.
2. There is **no requirement for you to record your call** with the young person and you need to make this clear at the start of the call.
3. As a matter of good practice, we would recommend that the host of the meeting uses the meeting waiting room function. This will enable you to admit only those who have been invited to the meeting.
4. Please advise anyone at the beginning who is taking part in the call that if **anyone not invited to the meeting enters the room the meeting will be terminated** immediately.
5. Please advise anyone at the beginning of the call who is taking part if any inappropriate images appear during the call the meeting will be terminated immediately and this will be reported to the Launch It safeguarding lead (CEO) as soon as possible.
6. Please advise anyone at the beginning who is taking part in the call if any they share any inappropriate images or use any inappropriate language the meeting will be terminated immediately, and this will be reported to via the appropriate channels.
7. Please ensure that you have closed any open tabs or documents that you have not prepared for the video conference meeting before the call begins. You should also **consider data protection** in ensuring no identifying information about yourself or the young person is visible on the webcam. Launch It staff and mentors must ensure that they are the first and last to enter and leave the video conference, so conversations are always supervised.

There should be no inappropriate content on any of our video calls. Please contact the Launch It CEO, Amber Wright, if you have any concerns about any of the content of the video call.

If you would like any further information, please do not hesitate to get in touch with the CEO of Launch it, details below:

Amber Wright

Chief Executive Officer, Launch It
amber@launchit.org.uk



info@launchit.org.uk



www.launchit.org.uk



Head Office: Unit 2 Angel Yard, 34 Snell's Park
Edmonton, London N18 2FD

CHARITY NUMBER: 1086850