



STAYING CONNECTED: COMMUNICATION

1

GDPR:

GDPR has a clause excepting work in the overwhelming public interest. You should not constrain your work on the basis of GDPR, and so you can collect as many contact details or other as is necessary during this time.

2

COMMUNICATE REGULARLY:

Even when busy developing support, communicate with young people regularly - clear, concise updates provide assurance. Also, communicate with other organisations in your area, you may be able to provide support together and share resources.

3

SET PARAMETERS:

It may be desirable to be available 24-7, but this may not be sustainable. Set parameters of how and when communications can happen relative to your resources. But do consider providing an emergency communication channel where necessary.

4

BE FLEXIBLE AND INFORMED:

The situation is fluid, and may change rapidly. Allocate space and time to keeping up to date in order that you can communicate and relay the most important information in a calm, reassuring manner,

5

LISTEN:

In high pressure, rapidly changing environments it is easy to forget to listen: to young people and their needs, official advice, to your staff, to others and to yourself. Listening enables us to provide the best support and ultimately the strongest relationships - the key to good youth work.