

**DELIVERING
MENTAL WELLBEING
SERVICES ONLINE**

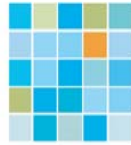
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Risk Awareness and
Management Programme

Transformative Online Mental Wellbeing Service Provision and the Evolution of Internet Safety Policy Making.

Dr Rachel O'Connell,
Principal author RAMP

Rosa Birch, Facebook

The New Savoy Partnership



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DELIVERING MENTAL WELL-BEING SERVICES ONLINE

A guide to the provision of safe and secure mental health and social support services online. A RAMP Initiative.





RAMP QUESTIONS

- What are the risks to an end user and a provider associated with the well-being of users of interactive services?
- What safeguards can be put in place to ensure confidence about the service?
- What safety measures, system and processes are needed to make this happen?



RAMP is a framework and programme designed to help organisations operate online interactive services more responsibly and safely with the wellbeing of their users in mind.



RAMP AREAS

- Organisational Data Protection
- End-user Privacy and Safety
- Informed Consent
- Moderation and Reporting Pathways



CATEGORIES OF RISK

- Content risks
- Contact risks
- Conduct risks
- Commercial risks



RAMP ACTIONS

- Terminate
- Tolerate
- Treat
- Transfer

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