

<b>Title:</b>	<b>The University of Manchester online safeguarding guidance document</b>
<b>Date/version:</b>	September 2020
<b>Summary:</b>	This guidance document provides a set of principles and good practice to ensure that online outreach activity is delivered safely and in line with the University's Safeguarding Children Policy and Guidance.

## 1. Overview

1.1 This document is written in specific response to the increased use of live online outreach activities in light of the Covid-19 pandemic. These include, but are not limited to:

- Instant chat or messaging services
- Live videos/webinars
- Mentoring
- One to one engagements taking place online (e.g. interviews, tutorial meetings)
- Group discussion/activities taking place online

These activities can be supported by a range of different platforms. **Section 5** outlines the different types of activity that can take place.

1.2 This guidance should be read in conjunction with the [University's Safeguarding Children Policy and Guidance](#).

1.3 This guidance is relevant and applicable for any member of University staff, student ambassador or volunteer delivering online outreach activity to children (any individual under the age of 18).

## 2. Risk Assessments and DBS checks

2.1 As with all outreach activities involving children, a risk assessment must be written for any online activity. This requirement is clearly stated in Section 2.1 of

the [University's Safeguarding Children Protection and Guidance](#) and included below for reference:

**2.1 RISK ASSESSMENTS** A risk assessment needs to be undertaken prior to any activity involving children. The aim is to assess any risks that might occur during the activity, the likelihood of their occurrence and the steps that can be taken to manage the risk. University staff and volunteers participating in the event should be made aware of any risks. The University's risk assessment form and notes are at:

<http://www.healthandsafety.manchester.ac.uk/toolkits/ra/>

2.2 Risk assessments should be signed off by the relevant local manager and should be shared with all members of staff involved with the activity.

2.3 The Student Recruitment and Widening Participation team in the Division of Communications, Marketing and Student Recruitment have developed a template risk assessment for online activities which is included as **Appendix 1**.

2.4 The risk assessment will determine the need for staff, student ambassadors or volunteers to have DBS check, and where necessary, the level of check required.

2.5 Where staff, student ambassadors or volunteers will be engaged in regulated activity, an enhanced child work force with child barred list check will be required e.g. for unsupervised/unmoderated one to one Zoom meetings with a participant under the age of 18.

2.6 Guidance on what is considered regulated activity is available from [The Department for Education Regulated activity in relation to children](#).

2.7 The risk assessment should include any safe guarding and good practice guidance or training that has been delivered to staff, student ambassadors or volunteers involved in the delivery of the activity e.g. for example

- Online discussion meetings are to occur during office hours (Mon-Fri, 9am-5pm);
- Staff/Participants must be in an appropriate environment and appropriately dressed (e.g. not in a bedroom, or where this is unavoidable, use of alternative backgrounds are in place);
- No exchange of personal contact details; audio/video calls are to be arranged using work phone/email address.

2.8 Please see **Appendix 2** for an example of more specific guidance which is taken from the Student Recruitment and Widening Participation team for virtual delivery of the Manchester Access Programme for Post-16 learners from Greater Manchester.

### 3. Online platforms

3.1 Online outreach activity should take place on University approved platforms only that have the following features in place:

- Access to the platform is enabled only for the intended participants
- Personal information (including full names, contact details and email addresses) is only accessible to those with the right permissions and is not publicly viewable
- Staff are able to remove people from the platform if necessary

3.2 Examples of platforms currently in use and approved by the University and in use by the SRWP team for online learning are:

- GotoWebinar
- Zoom
- UniBuddy
- Brightside Mentoring
- Blackboard

### 4. Good practice guidance for on line activity

4.1 Prior to running any type of on line activity, colleagues should:

- Ensure that parental/carer consent has been obtained for any **regulated activity** e.g. one to one engagements or where regular/ongoing contact will be made between the participants and staff, student ambassadors or volunteers (see sections 2.6 for more information about regulated activity).
- Ensure that all staff, student ambassadors and volunteers involved in delivery are familiar with the [University's Safeguarding Children Policy and Guidance](#) and the procedure for reporting disclosures of information
- Ensure that all staff, student ambassadors and volunteers involved in delivery are familiar with the platform being used, any security measures in place with the platform (e.g. use of password, waiting room functionality, automatic moderation), and the way in which participants will engage with this safely

- Ensure that there is a safe guarding lead for any activity taking place. The safe guarding lead is the individual to which any disclosures or child protection concerns would be reported to (e.g. a local designated Safeguarding Officer)
- Ensure that a risk assessment is in place; this may also involve the undertaking of a dynamic risk assessment e.g. if new security information is made available during the delivery of an activity
- Ensure each event is adequately staffed and supervised; for activities involving more than one participant at least two members of staff must be available to enable one member of staff to monitor messages, questions and participant behaviour. Some activities will require more than two members of staff. Adequate staffing levels will vary depending on the nature of the activity and the level of engagement from participants and should be considered as part of the risk assessment process. For example, an activity with large numbers of participants but very low level of engagement (e.g. a presentation) may require less staff than a small interactive group discussion session.
- Only use institutional accounts for any service or activity (no personal accounts to be used)

4.2 If a recording of an activity is to be published after the event, consent must be obtained for anyone identifiable in the recording.

## 5. Different types of online activity

**5.1 Non-interactive live streaming:** live streaming of video or webinars where participant video/audio is not enabled

### Good practice, in addition to the guidance in 5.1:

- Use of an appropriate corporate UoM background or similar to ensure no personal information is shared via the live stream and nothing inappropriate is seen by participants. [University Zoom backgrounds](#) are available for UoM staff.
- Ensure that via screen sharing, nothing inappropriate is inadvertently shared (e.g. email inbox, internet pages not relevant to session)
- Ensure that personal information of participants is not visible to anyone else presenting or viewing the stream
- Have the ability to remove a participant from the session if necessary
- Ensure that participants do not have their microphones or videos on

- At the start of each session, outline the ground rules for the session which should include:
  - Ask all participants not to respond to any requests from people they don't know either during or after the event
  - Explain how any follow up questions can be handled in a safe manner
  - Let participants know who to contact if they hear anything upsetting or inappropriate during the activity

**5.2 Interactive live streaming:** live streaming of video or webinars where participant video/audio is enabled

**Good practice, in addition to the guidance in 5.1 and 6.1:**

- Ensure that all staff, student ambassadors and volunteers involved in delivery are familiar with security settings and how to report inappropriate content
- Ensure that parent/carer consent is in place for any regulated activities
- Have a Code of Conduct (or similar document) in place for all participants which includes the consequences of breaching this
- Have a Code of Conduct (or similar document) for staff, student ambassadors and volunteers
- Ask participants not to take photographs of screens or share images outside the session
- Ensure you have adequate staff in place to monitor interactions between participants and intervene as required, which may include muting or removing participants from the platform as a result of inappropriate behaviour or comments. Adequate staffing levels will vary depending on the nature of the activity and should be considered as part of the risk assessment process
- Avoid unsupervised/unmoderated one to one engagements between staff and participants where possible
- If the activity is to be recorded, explicit consent must be obtained for anyone identifiable in the recording; and where this is regulated activity, this should be parental/carer consent

**5.3 Online discussion/group work:** participants working in small break out groups as part of a wider large group activity

**and**

**Online mentoring and tutoring:** longer term online engagement with young people in a mentoring or academic tutoring context

**and**

**Online chat or buddy:** short term online engagement with young people in a chat or buddy context

**Good practice, in addition to the guidance in 4.1, 5.1 and 5.2:**

- All staff, student ambassadors or volunteers working with young people in an online context over an extended period or where activity is unsupervised should have an enhanced child workforce DBS check with child barred list, as this is considered regulated activity
- All staff, student ambassadors or volunteers working in this capacity must receive safe guarding training relevant to the role including how to report a disclosure of information
- All staff, student ambassadors, volunteers and participants must understand that communication will only take place via the designated approved platform and no personal information must be shared
- Where possible, staff should monitor interactions taking place (some platform have built in stop words to force moderation of messages)

## Appendix 1: template risk assessment for online outreach activity

### SRWP team Risk Assessment Template Online outreach activity

#### Notes relating to overall Risk Assessment

##### Persons in Danger:

- **Learners**- this refers to: school pupils taking part in SR&WP activities, post 16 students taking part in SR&WP activities
- **External supporters**- external speakers supporting SR&WP activities, teachers, other school staff
- **Student Ambassador/s**- this refers to current University of Manchester students who are paid to support the delivery of SR&WP activities
- **SR&WP Staff**- this refers to Student Recruitment and WP team staff who are running the activity
- **UoM Staff**- this refers to other University of Manchester who may be helping to run the SR&WP activity
- **Others added as required specific to activity (e.g. MAP tutors, mentors)**

##### SRWP team wide safeguarding measures:

- All SR&WP staff have undertaken an enhanced child workforce (with barred list) DBS check carried out by The University of Manchester as part of their appointment to the team and are aware of the University's Safeguarding Children Policy and Guidance;
- All Widening Participation staff from the central SR&WP team undertake the online [NSPCC introduction to Child Protection training module](#) as part of their induction to the SR&WP team.
- All SR&WP staff have completed the [online Home Office provided Prevent training](#), helping staff recognise young people's vulnerability to being drawn into terrorism and being aware of what action to take in response;
- Student Ambassadors working on regulated activities or events will have received enhanced child workforce (with barred list) DBS check carried out by The University of Manchester and are aware of the University's Safeguarding Children Policy and Guidance Policy;
- All SR&WP staff and Student Ambassadors are trained in child protection matters and good practice when working with young people and are asked to read the University's Safeguarding Children Policy and Guidance Policy in as part of their training and induction;
- SR&WP staff and Student Ambassadors are trained to never share personal details (e.g. personal mobile phone number, social media accounts) with the young people they are working with;
- SR&WP staff and Student Ambassadors are trained in the University's disclosure process and how to manage a disclosure from a young person;

##### Online safeguarding guidance:

- SRWP online safeguarding document should be used in conjunction with risk assessments
- As on line delivery is a new area of work for the SRWP team, there are likely to be additional information and risks that come to light during delivery. Therefore staff are advised to use a dynamic model to reassess risks during delivery and update risk assessments as required.

<b>Date: (1)</b> *****	<b>Assessed by: (2)</b> *****	<b>Checked by: (3)</b> *****	<b>Location: (4)</b> *****	<b>Assessment ref no (5)</b> *****	<b>Review date: (6)</b> *****
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**Task / premises: (7)**

Staff to include the nature of the activity taking place. Please also complete the boxes below to provide more context about the activity and level of risks involved.

**Activity name:** \*\*\*\*\*

**Activity dates/timescales for delivery:** \*\*\*\*\*

<b>A: Year group of learners taking part:</b>	<b>B: Approx number of learners taking part</b> (if this can known or estimated)	<b>C: How many members of staff will be present at the activity?</b> (if applicable)	<b>D: Do you have parent/carer consent for learners to take part in the activity?</b> Y/N	<b>E: Which platform/s will the activity use?</b> (e.g. Zoom, GotoWebinar, UniBuddy)	<b>F: Is there an associated Code of Conduct or SLA linked to this project?</b> Y/N  If yes, please add as appendix to RA	<b>G: Is this activity open access or by invitation only?</b> (e.g. can we control who takes part or is participant engagement open to all?)
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<b>Activity (8)</b>	<b>Hazard (9)</b>	<b>Who might be harmed and how (10)</b>	<b>Existing measures to control risk (11)</b>	<b>Risk rating (12)</b>	<b>Result (13)</b>
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Activity (8)	Hazard (9)	Who might be harmed and how (10)	Existing measures to control risk (11)	Risk rating (12)	Result (13)
1.Child protection and safeguarding	Child protection issues relating to the well-being of learners	<p><b>Learners</b></p> <p>Learners (under 18) taking part in activities unsupervised experiencing abuse.</p> <p><b>SR&amp;WP staff</b></p> <p>Need to protect self from potential allegations</p>	<p>SRWP Guidance document to be followed and relevant good practice deployed. Staff can cut and paste from the guidance document the measures taken relevant to their activity (Sections 5 and 6)</p> <p>All SRWP staff and Student Ambassadors supporting the activity have completed an enhanced DBS check carried out by The University of Manchester.</p> <p>All SRWP staff and Student Ambassadors are instructed to never share personal details (e.g. personal mobile phone number, social media accounts) with the young people they are working with.</p> <p>All SRWP staff and Student Ambassadors are trained in child protection matters and good practice when working with young people and are asked to familiarise themselves with the University's Safeguarding Children Policy and Guidance Policy and Safeguarding reporting procedures.</p> <p>All SRWP staff and Student Ambassadors and are trained in the University's disclosure process and how to manage a disclosure from a young person.</p> <p>All SRWP staff and Student Ambassadors supporting the programme have received programme specific training including the safe guarding requirements for this activity</p> <p>Staff to include more detail here as appropriate/link to resources etc (e.g. the guidance documents put together about how to set up Zoom safely for Open Day)</p>	<p>Likelihood: ***</p> <p>Outcome: ***</p> <p>Risk level: ***</p>	***

Activity (8)	Hazard (9)	Who might be harmed and how (10)	Existing measures to control risk (11)	Risk rating (12)	Result (13)
<p>2. Communication between SRWP staff/SAs and learners</p>	<p>Update as appropriate for the platform in use re level of moderation in place</p> <p>Communication is unmonitored.</p> <p>Inappropriate language, abuse or allegations about the content of email communications may occur, both from learners or tutors</p> <p>Sharing social media/personal contact details could also lead to further unmonitored communication</p>	<p><b>Learners</b></p> <p>Learners (under 18) taking part in the activity unsupervised experiencing abuse or exposure to inappropriate language/subject.</p> <p><b>SR&amp;WP/SA staff</b></p> <p>May have allegations made against them, may experience inappropriate language or abuse from learners</p>	<p>SRWP Guidance document to be followed and relevant good practice deployed. Staff can cut and paste from the guidance document the measures taken relevant to their activity (Sections 5 and 6)</p> <p>Child Protection training and enhanced DBS checks are in place before activity starts.</p> <p>SRWP guidance document specifies that all communication must take place via University of Manchester email account or approved channel (e.g. UniBuddy account), and not personal email, social media channels or mobile phones. Training for this activity explicitly mentions contact instigated via social media should be reported and disregarded and redirected to professional email or appropriate channel.</p> <p>Training and guidance provided sets out expectations around use of appropriate language and acting as a professional role model at all times.</p> <p>Where relevant, guidance is given on the structure and content of the communications to ensure that discussions remain on topic.</p> <p>Where moderation is available, this should be added here (e.g. Brightside) and how this will be managed. Where chat in Zoom will be used, outline how this will be managed by staff</p>	<p>Likelihood: ***</p> <p>Outcome: ***</p> <p>Risk level: ***</p>	<p>***</p>

Activity (8)	Hazard (9)	Who might be harmed and how (10)	Existing measures to control risk (11)	Risk rating (12)	Result (13)
<p>3. Remote 1-1 meetings between SRWP staff and learners</p>	<p>Inappropriate language, abuse or allegations about the content of email communications may occur, both from learners or tutors</p> <p>Security breaches to Zoom platform may allow unknown persons to attend/observe/record private meetings</p>	<p><b>Learners</b></p> <p>Learners (under 18) taking part in programme unsupervised experiencing abuse or exposure to inappropriate language/subject.</p> <p><b>SR&amp;WP staff</b></p> <p>May have allegations made against them, may experience inappropriate language or abuse from learners</p>	<p>SRWP Guidance document to be followed and relevant good practice deployed. Staff can cut and paste from the guidance document the measures taken relevant to their activity (Sections 5 and 6)</p> <p>See safeguarding and training measures in 1 and 2.</p> <p>Additional guidance around use of Zoom has been produced to ensure that all participants know how to engage with the platform safely; in addition, the University's Media Services' Zoom guidance has been highlighted to SRWP staff  <a href="https://www.videoconference.manchester.ac.uk/zoom/">https://www.videoconference.manchester.ac.uk/zoom/</a></p> <p>Refer to any code of conduct/SLA in place and include as appendix to RA</p>	<p>Likelihood: ***</p> <p>Outcome: ***</p> <p>Risk level: ***</p>	<p>***</p>

<b>Activity (8)</b>	<b>Hazard (9)</b>	<b>Who might be harmed and how (10)</b>	<b>Existing measures to control risk (11)</b>	<b>Risk rating (12)</b>	<b>Result (13)</b>
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<b>Action plan (14)</b>				
<b>Ref No</b>	<b>Further action required</b>	<b>Action by whom</b>	<b>Action by when</b>	<b>Done</b>

## **Appendix 2: MAP Code of Conduct for Academic Assignment**

MAP is being delivered remotely for 2020, due to the lockdown restrictions in place to combat the Covid-19 outbreak. The academic assignment, alongside other remote activities, will rely heavily on the use of Zoom as an online meeting platform for remote tutorials to take place. In order for both tutors and MAP students to use Zoom safely, both parties must adhere to this code of conduct for their own protection and safeguarding.

**MAP Tutors will:**

- arrange academic assignment meetings with their MAP student via their University of Manchester email account. Meetings will only be scheduled during office hours 9am-5pm, Monday-Friday;
- only deliver MAP tutorials via Zoom and using their University of Manchester Zoom account;
- ensure that all security protocols are followed, as set out in the Zoom guidance for tutors and University Zoom guidance and security tips (<https://www.videoconference.manchester.ac.uk/zoom/>), including use of unique meeting ID, password protection and waiting room functions;
- ensure that no recording of the meeting is made and no images taken;
- hold meetings in a suitable room in the house (must not be held from a bedroom) and ensure there is nothing inappropriate in the background;
- introduce themselves to their MAP student at the start of the meeting;
- dress in appropriate day clothes;
- use professional and appropriate language;
- ensure that there is nothing inappropriate on the screens/internet pages/browser history if they share their screen during the tutorial;
- end the session if there are any concerns regarding student engagement or the security of the meeting and report this to the MAP Team.
- report to the MAP team if their MAP student ends the session because they do not feel safe or feel ill.
- not arrange to meet, either via Zoom for face-to-face, their MAP student outside of the two agreed MAP tutorial meetings;

**MAP students will:**

- update their parents and carers regarding the online delivery of MAP this year and the remote 1-1 MAP Academic Assignment tutorial meetings via Zoom;
- ensure that all security protocols are followed, as set out in the Zoom guidance for MAP students; ensuring meeting IDs and passwords are never shared and that the meeting request comes from their matched tutor;
- ensure that no recording of the meeting is made and no images taken;
- introduce themselves to their MAP Tutor;
- be dressed in appropriate daytime clothing;
- attend the tutorial in a room in their house that is not theirs or anyone else's bedroom;
- tell their MAP Tutor if they want to end the session because they do not feel safe or feel ill.
- contact the MAP Team if they hear or see anything upsetting or inappropriate during a Zoom meeting with their MAP Tutor.