

## Safeguarding Instructions for online communication with young people

Instructions in this document meet the requirements of The Feast's existing Safeguarding policy and are written to support staff as they prepare for working with young people via online

### **Planning a video encounter**

As with any encounter, you need to have permission for the encounter to take place from your line manager. **Risk assessments** must be completed in advance of the encounter and parental permission must be gained (see appendix for a sample risk assessment). As it may not be possible to gain hard copies of signed consent forms, you must ensure that consent forms come from a parent's email account, not the young person's. As with all consent forms, these must be printed off, data updated on the CRM and filed securely. **If you are working from home, do not print off the forms until such a time as you are able to file them in a lockable, metal cabinet.**

**Consent forms should clearly state the nature of the activity and the relevant link to Zoom.**

Any online encounter must be done through a medium that does not allow the young people to see each other's contact details. Zoom is the ideal platform and no other platform should be used without permission from Carolyn. You have to be over the age of 18 to have a Zoom account, but you can be a participant if you are under 18.

### **Running the encounter**

- There must be two leaders present/on line separately and visible for any online encounter
- The leaders must be the first two in the event and the last two to leave
- One leader will lead the event while the other manages the young people's activity (for example, to avoid everyone shouting out, the person managing the event can mute all participants)
- Preferably, leaders should participate using their laptop, rather than their phone, to ensure they can focus on the activity safely
- If one of the leaders loses their internet connection when there is only one other member of staff in the Zoom meeting, the remaining member of staff must put all the young people into the waiting room until there are two members of staff present.
- Ground rules must be established with the young people, just as with any encounter
- Check that each young person is only filming themselves and no one for whom you do not have parental consent
- If someone is in the Zoom activity without consent, you must block them
- If breakout rooms are used, at least one member of staff should be present in each room, with a floating member of staff who can drop in to each room
- A register must be taken of all participants, including their start and end time (if they arrive late or leave early)
- If a parent has requested that their child's picture is not shown, there is the facility on Zoom to just have sound
- There is a facility on Zoom to record the activity. **This should not be used.**

### **Post-encounter**

- Any screen shots/photographs taken must be kept safe, in the normal way, where possible. Best practice, in the absence of the office portable hard drive, is to upload them to social media (after checking you have parental permissions) and then delete them from your

device. However, if you have a portable hard drive that can be locked away securely, transfer the photographs to this and delete from your device as normal.

- Complete the Debrief form
- Update the CRM
- Report any concerns in the normal way (As outlined in the Safeguarding policy)