

Enfield Young People In Caring

Online Safeguarding Policy and Procedures

Designated Safeguarding Lead (DSL):	Pamela Burke
Trustee responsible for safeguarding:	Neil Yeomans
Date this policy was reviewed and by whom:	Feb 2021
Date of next review and by whom:	Feb 2022

1. Who is in charge of online safety?

The Designated Safeguarding Lead should take lead responsibility for safeguarding and child protection (including online safety).

2. How will this policy be communicated?

It will be communicated in the following ways:

- Posted on the Enfield Carers Centre website
- Available on the internal staff network/drive
- Available in paper format in the office
- Part of induction pack for all new staff and volunteers working with Enfield Young People In Caring (EyPIC)
- Included in safeguarding updates and training for all staff

3. Aims

This policy aims to:

- Set out expectations for all EyPIC members' online behaviour, attitudes and activities, and use of digital technology.
- Help all stakeholders to recognize that online/digital behaviour standards must be upheld beyond the confines of the Enfield Carers Centre building, and regardless of device or platform.
- Facilitate the safe, responsible, and respectful use of technology to support social and educational activities and prepare children and young people to survive and thrive online.
- Help EyPIC staff working with children to understand their roles and responsibilities to work safely and responsibly with technology and the online world:

- For the protection and benefit of the children and young people in their care
- For their own protection, minimising misplaced or malicious allegations and to better understand their own standards and practice
- For the benefit of Enfield Carers Centre, supporting the centre's ethos, aims, and objectives, and protecting the reputation of the centre
- Establish clear structures by which online misdemeanours will be treated, and procedures to follow where there are doubts and concerns (with reference to other centre policies, such as the 'Child Protection Policy and Procedures').

4. Roles and Responsibilities

Enfield Young People In Caring is a community and all members have a duty to behave respectfully online and offline, and to immediately report any concerns or inappropriate behaviour, to protect staff, children, families and the reputation of the centre.

5. Policy

- 5.1 During this COVID lockdown, EyPIC will be delivering youth work online. Enfield Carers Centre remain committed to safeguarding the children and young people we work with.
- 5.2 A paid Zoom account will be used to deliver these activities. Private meeting IDs and passwords will be used to ensure that only invited people can attend, screen sharing options are off, as is the ability for private chat (private chat is enabled for them to speak to staff who are hosts/co-hosts only).
- 5.3 Parents/carers sign our consent form for their child to access our activities, and book them onto each activity through a phone call, text, or WhatsApp. Only those booked onto an activity will receive the link.
- 5.4 Each session to start with staff reminding the young people of safety features and expectations (ability to mute / change background, setting off-limits topics, reminding them of the online behaviour agreement and consequences for disrespectful behaviour or bullying).
- 5.5 Staff will monitor verbal conversations and the chat window and manage any situations arising. If a concern is witnessed or a disclosure is made in a group session, then the co-hosting staff member will deal with this offline as soon as possible, away from the group. The host will remain in the group session, another staff member will join the group session as co-host, and the original co-host will contact the child and their parent/carer to follow up offline.

- 5.6 The procedure for reporting concerns or disclosures remains the same as stated in the 'Child Protection Policy and Procedures'. The EyPIC manager must be informed, who will notify the Designated Safeguarding Leads via phone. If there is no answer, email them with safeguarding in the subject line requesting they call you urgently. This must be done immediately. A decision will be made by them on the action to be taken, such as a MASH referral or contact with a social worker. Young people and parents/carers can report concerns to staff who will then follow this process. All concerns must be recorded.
- 5.7 The '[Safeguarding Risk Assessment for Zoom](#)' is attached to this policy and the control measures implemented as a result are clearly stated within this risk assessment.
- 5.8 Links for online activities will be in the shared calendar to enable an open-door policy with Designated Safeguarding Lead access.
- 5.9 There will always be 2 staff in each online group session. All staff will be given co-host privileges, with a designated host.
- 5.10 Staff will receive training on how to use the Zoom platform safely with safeguarding in mind. Test simulations where 'everything goes wrong' will take place to test the ability of staff to use Zoom.
- 5.11 Staff will rename children to their first name on Zoom if their username contains personal information such as their email address or phone number, or something inappropriate.
- 5.12 Where one-to-one sessions occur online between support workers and a child, such as mentoring sessions or support meetings, the usual guidance on one-to-one working will apply. If the child goes offline unexpectedly, the staff member is to follow up with the parent/carer (or teacher if the child is in school) to check that all is well. If the staff member witnesses anything concerning on screen, then the procedure for reporting concerns, set out in the 'Child Protection Policy and Procedures', will be followed. The link to these one-to-one sessions will be in the shared calendar to enable an open-door policy with Designated Safeguarding Lead access. Staff will email their line manager at the start and end of every one-to-one session to create a time stamp. Staff must use the Zoom account registered to their work email address for one-to-ones, not personal accounts.
- 5.13 Staff still require safeguarding training at this time and the organisation will access this online.
- 5.14 No new staff or volunteers will be the lead worker for any online youth work

delivery and they will always be accompanied by a trusted lead.

- 5.15 We will not usually record sessions. On the rare occasion that this is required (such as for promotional materials), parents/carers will be made aware in advance and their consent given. These recordings will be stored on the Enfield Carers Centre shared drive and deleted after 7 years as per ECC Data Retention Policy
. In our consent form, parents/guardians can choose whether or not to give consent for audio and video recordings featuring their child, and it is clearly stated that we can delete any materials if a parent/carer requests this, see ECC Subject Access Policy for details.
- 5.16 Work devices are to be used where possible to ensure that staff do not have information, recordings, and photos about children and young people on their personal devices.
- 5.17 Volunteers helping with online sessions (such as Homework Club) will still be subject to DBS checks, references, and a phone or video call interview / discussion to confirm suitability for the role. They will read the relevant policies on child protection and safeguarding, and elements of this will also be addressed in the interview / discussion.

6. Staff and Volunteer Code of Conduct for Online Sessions

1. There must be a minimum of 2 staff on each online session
2. There must be one lead member of staff on each session (the host) and one staff member undertaking a register/checking who has joined the session (the co-host)
3. Staff must ensure their physical background does not show anything private or inappropriate or that some would find offensive (e.g. posters/artwork, books etc)
4. Staff must not smoke or vape during online youth sessions
5. Staff must not drink alcohol before or during online sessions
6. Staff must wear appropriate clothing that is not revealing online and consider how these clothes interact with the webcam angle
7. Staff must ensure their language and conduct during sessions are professional at all times
8. Staff must be clear on their roles prior to the session starting
9. Staff must be aware of how to report safeguarding concerns
10. Staff must be aware of how to block videos, images, and microphones quickly
11. Staff must understand that online safety is a core part of safeguarding; as such it is part of everyone's job – never think that someone else will pick it up
12. Staff must know who the Designated Safeguarding Lead (DSL) is

13. Staff must read and follow this policy in conjunction with the 'Child Protection Policy and Procedures' and record online-safety incidents in the same way as any offline safeguarding incident and report in accordance with ECC procedures.

7. Online Behaviour Agreement for Young People

1. Do not send offensive, violent, sexual or any other form of inappropriate material to young people or staff. If this occurs, you will be removed from the session and your parents will be contacted. If the material is of a violent or sexual nature the police may need to be contacted.
2. You must not share invite links for our sessions with people who do not attend the youth club normally. If you have a friend who wants to join, they must get in touch with a member of EyPIC staff by phone or email [0208 366 3677 or youngcarers@enfieldcarers.org] because they will need their parents to complete a registration and consent form before they take part in our activities.
3. Do not, under any circumstances, record or screen shot online sessions. Doing this is a serious breach of the Data Protection Act 2018 and will lead to parents/carers being notified.