

Risk Factor	Risk Management
<b>Staff expertise and knowledge</b>	
That staff members leading on any online-based youth work lack the specific knowledge and skills to keep young people safe	<ul style="list-style-type: none"> <li>• Staff should make use of this risk assessment and ensure they have read and taken part in the LCC Guidance and essential training outlined on pages 2/3 of this document</li> <li>• Staff should ensure they have taken part in the necessary training and development to deliver sessions in a way that keeps participants safe and protects their privacy</li> <li>• Teams should include an “Online Working” discussion in all team meeting agendas to give staff the opportunity to share good practice and raise and issues and concerns</li> <li>• Staff should be aware of their local safeguarding children and young people arrangements</li> </ul>
Staff unfamiliar with online meeting technology	<ul style="list-style-type: none"> <li>• Staff to complete online tutorials for meeting software where available (website support)</li> <li>• Staff to practise setting up of meetings and hosting with colleagues to ensure they understand software functionality and safe usage features.</li> </ul>
<b>Accessibility:</b>	
Young people unable to participate due to lack of phone/laptop or internet access/phone credit	<ul style="list-style-type: none"> <li>• Ensure that meetings are noted so that any young person who is unable to take part can be caught up once physical meeting resume</li> <li>• Staff to record any barriers to participation and look to address/overcome where possible</li> </ul>
Lack of camera for video chat	<ul style="list-style-type: none"> <li>• Even when meetings take place on video-based platforms e.g. Zoom, young people are given the option to take part with their camera turned off</li> <li>• For young people without video phones or laptop with webcam they can “dial in” to the meeting using audio only</li> </ul>
<b>Privacy and data protection</b>	
Young people sharing personal details of themselves and others	<ul style="list-style-type: none"> <li>• Clear ground rules shared with all participants and re-iterated at the start of each virtual meeting. Ground rules must state that young people must not share any personal details of themselves and others for example: email address, bank details, home address etc</li> <li>• Headphones may be used if participants have concerns regarding privacy of discussion in immediate surroundings</li> </ul>
Young people and staff sharing their contact details with each other	<ul style="list-style-type: none"> <li>• When using group-meeting applications such as Zoom or Google Hangouts – young people should sign-in using an ID/username that doesn’t disclose their full name, email address or phone number – For example, Joe Bloggs would sign is as simply Joe B</li> </ul>

	<ul style="list-style-type: none"> <li>• Participants should never reference any of their wider social media handles or accounts</li> <li>• <b>All meeting rooms set up on any platform should be password protected and that password/PIN to take part in that meeting should be shared with the participants only</b></li> </ul>
<b>Sharing of inappropriate content</b>	
Participants share text, images or video content that may shock or offend others	<ul style="list-style-type: none"> <li>• If the platform permits this – file sharing or image sharing should be switched off for participants</li> <li>• Group ground rules should strictly forbid the sharing of offensive or inappropriate content. Any participant breaking these rules should be removed from the group immediately and contacted by phone by a member of staff. The incident should be recorded and any inappropriate post removed from the group by the person who made it and all group members. This may include them deleting it from the camera roll on their device and then ensuring it is deleted from their “deleted items” folder.</li> </ul>
<b>Unwanted or unexpected participants</b>	
Strangers or members of the public access meetings or discussions	<ul style="list-style-type: none"> <li>• Virtual meetings should always be password protected and the password should not be posted on any open forums</li> <li>• Staff member(s) running the meetings should have a list of all the participants they expect to be taking part.</li> <li>• Participants should “check in” at the start of the meeting and staff should cross reference this against a list of expected participants</li> <li>• If staff or participants notice any online interaction that isn’t from a member of the group or staff team the meeting should be terminated immediately. Staff must debrief and record the incident and ascertain how a member of the public was able to take part. It may be necessary to no longer use that particular platform</li> <li>• As stated previously, participants should never discuss or leave any personal details in any online chat</li> </ul>

### **LCC guidance for video and teleconferencing** - Source: IMT Version 3.0 (April 8th 2020)

Please ensure that you have read and understood all advice within this document, particularly **pages 6 – 17** which include the setting up and safe use of the Zoom software.

## **Essential training**

All staff delivering the activities must have completed the online safety training [eSafety - Guidance for Practitioners Working with Children](#)

## **Supplementary Guidance**

PSW Best Practice Guide for Video Calls and Virtual Home Visits –

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