



## **Safeguarding Children, Young People, Adults at Risk of Harm and Adults in Need of Protection Policy Covid-19 Addendum**

### **Context**

This addendum applies from March 2021 and reflects the advice from the Public Health Agency (PHA) and other relevant authorities considering the Covid-19 pandemic.

The information contained in this addendum applies to all staff, volunteers, participants, Board of Directors and any third parties.

The document sets out additional information to the current Safeguarding Children, Young People, Adults at Risk of Harm and Adults in Need of Protection Policy in light of Covid-19 and should be read in conjunction with that policy.

Unless stated, the project's normal Safeguarding Children, Young People, Adults at Risk of Harm and Adults in Need of Protection Policy will continue to apply.

This addendum will continue to be updated in line with government guidance as and when appropriate.

This addendum has been drafted to support and advise on safeguarding issues when participants may not be attending the programme for reasons due to Covid-19 for example, a regional or local lockdown, self-isolation or advised by a medical professional.

### **1. PROCEDURES**

Project management will prioritise the health and safety of staff, participants, and volunteers, in line with advice and guidance from relevant authorities including the PHA.

Staff will continue to follow the procedures outlined in our Safeguarding Children, Young People and Adults at Risk of Harm and Adults in Need of Protection Policy which is available on our website.

In addition, the following arrangements have been put in place to support families, carers and monitor participant safety:

- The programme email address will be provided and be monitored regularly. A response will be issued upon receipt of an email stating the frequency of monitoring of the email account and when a response should be expected.



- Designated Officer and Deputy Designated Officers' updated email address, main office phone number and 24 hour emergency mobile number will be made available to all participants, carers and their support workers and be available on our website.
- Emergency social services Gateway telephone numbers will be made available to participants, family members/carers and support workers and be available on our website.
- Staff members provide online learning via Zoom, where possible, with strict procedures in place to minimise risk (see Online Safety below).
- We would remind everyone to stay safe when using online resources and to report any concerns to a member of The Safeguarding Team.
- Staff members may make phone calls to parents, carers, or support workers. These will be pastoral in nature and a record will be kept of any issues reported by parents, carers or support workers. Any concerns around participant well-being will be shared without delay with a member of the Safeguarding Team. Staff will signpost participants to other relevant agencies if necessary.
- Staff members will not use personal mobile phones to contact participants, their family members/carers or support workers unless, in exceptional circumstances, it is agreed by the direct line manager.
- Staff members will only use their work email accounts and should **not** use personal email or personal social media accounts if contacting participants, their family members/carers or support workers. Staff members should **not** use private video conferencing accounts.
- Staff members should be aware that, in their online interactions with participants, all conventional professional behaviours and safeguarding roles will apply as they would in the training room environment.

## 2. ONLINE SAFETY

To ensure the safety of all involved the following guidance should be followed when staff members and participants are engaging in online teaching/communication using video conferencing.

- Staff members and participants should be fully dressed and should wear appropriate clothing throughout the session.



- Staff members and participants should check that there isn't any personal or inappropriate matter in their background. Consideration should be given to the use of background pictures available on the platform in use, the blur function, or the use of a corporate organisational background.
- Participants should receive the lessons in a shared family space where no other young people or children are present. Staff members should consider having an open-door policy during lessons.
- Staff members arrange the session and password and shares this **only** with participants. Staff members should take appropriate steps to ensure the risk of participant details being leaked are minimised, for example, using the 'blind copy' option when sending out meeting instructions via email.
- Participants must agree **not** to share the password with anyone else. Staff members should raise awareness with participants that sharing login details and passwords with others may result in serious consequences.
- Staff members should turn on the waiting room feature so that only they can admit participants to the room. Staff should be aware of 'online lesson bombing', and ensure participants entering the virtual room are those who have been invited. Staff members should lock the room once all participants have entered.
- Participants should enter their name in the platform's profile and should not rename themselves after entering the room.
- Participants will make a commitment that they will not record sessions or capture screen grabs.
- Staff members should disable participant screen sharing and private chat settings so that participants can only send messages to staff members or, if required, the group.
- Staff members should ensure that only they can record the session, with participant permission.
- Parental consent will be obtained before a child participates in an online session.
- A disclosure or concern over any online forum will be followed up as it would be in the office.
- Online sessions should be time limited for the benefit of both participants and tutors.



**If there is a breach to any of these procedures e.g. a participant gives the password to someone else who joins the group the tutor should immediately terminate the session and advise the Project Manager.**

### **3. HOW A PARENT, CARER, SUPPORT WORKER CAN RAISE AN ISSUE OR EXPRESS A CONCERN**

We would welcome parents, carers and support workers asking for advice and help if they have concerns about the participants' well-being or safety. Asking for help is a protective factor and concerns and requests for help will always be taken seriously.

Staff members will listen carefully to concerns and ensure that the request for help is brought to the attention of a member of the safeguarding team. In this case a decision can be made as to how best to provide help. Further information on how to contact a member of staff and/or how to contact the relevant agency is detailed in section 7 below.

### **4. HOW A PARTICIPANT CAN RAISE A CONCERN?**

Our safeguarding responsibility to all our participants continues and we will seek to maintain contact with our participants as well as signpost them and their families to other relevant agencies.

We will use the following means to connect with our participants:

- Regular phone calls, at least once a week. Should a participant request, or a tutor feel that further calls are necessary, then this will be facilitated.
- Should we be unable to contact a participant we will telephone their next of kin/emergency contact.
- If contact cannot be made via the above means then staff will call to the participant's home for a doorstep visit, always observing the 2m social distancing.

Other Agencies that can support children and families;

- NSPCC Childline
- CEOP
- Safer Schools App



**5. SOME USEFUL LINKS AND CONTACTS IN THE EVENT OF REMOTE LEARNING, SCHOOL CLOSURES, CIRCUIT BREAKERS etc.**

**Contact the Designated Child Protection Officer (Nuala Griffiths)**

**[Nuala.Griffiths@resourcecentrederry.com](mailto:Nuala.Griffiths@resourcecentrederry.com)**

**Contact the Deputy Designated Child Protection Officer (Tara McKinney)**

**[Tara@activeinclusion.com](mailto:Tara@activeinclusion.com)**

**Contact the Deputy Designated Child Protection Officer (Connor McKinney)**

**[Connor.McKinney@resourcecentrederry.com](mailto:Connor.McKinney@resourcecentrederry.com)**

**Contact the Adult Safeguarding Champion (Paddy McCarron)**

**[Paddy.McCarron@resourcecentrederry.com](mailto:Paddy.McCarron@resourcecentrederry.com)**

**Telephone:**

**028 7136 0453**

**Mobile:**

**073 8422 8156**

*A member of staff will be available to answer the phone and parents, carers, support workers may leave a message for a member of the Safeguarding Team to contact them.*

*The mobile telephone will be manned 24 hours a day, 7 days a week.*

**IN THE EVENT THAT YOU ARE NOT ABLE TO CONTACT A MEMBER OF STAFF OR IF YOU BELIEVE THAT A CHILD, YOUNG PERSON OR ADULT IS AT RISK OF IMMEDIATE HARM THEN YOU SHOULD CONTACT;**

- **The Social Services Gateway Team (office hours)**  
**028 7131 4090**
- **The Social Services Gateway Team (out of office hours)**  
**028 9504 9999**
- **Western Adult Protection Gateway Service (office hours)**  
**028 7161 1366**
- **Western Adult Protection Gateway Service (out of hours)**  
**028 9504 9999**
- **<https://learning.nspcc.org.uk/safeguarding-child-protection/coronavirus>**
- **<https://www.camhs-resources.co.uk/>**
- **<https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries->**



[about-the-world/coronavirus/](#)

- <https://www.saferinternet.org.uk/helpline/report-harmful-content>
- <https://www.ceop.police.uk/Safety-Centre/>

## 6. MONITORING AND REVIEW

The Safeguarding team will review and amend these arrangements regularly during the Covid-19 pandemic in line with Departmental guidance and advice.

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|----------------|---------------------------|
| <b>SIGNED:</b> | <b>Designated Officer</b> |
| <b>SIGNED:</b> | <b>Deputy Officer</b>     |
| <b>SIGNED:</b> | <b>Director</b>           |
| <b>DATE:</b>   |                           |

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