Safeguarding Children and Vulnerable Adults Policy

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UNIVERSITY OF WINCHESTER

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Indicate whether the document is for public access or internal access only **Indicate whether the document applies to collaborative provision?** *(Strikethrough text, as appropriate)*	**Public Access** ~~**Internal Access Only**~~ ~~**Applies to Collaborative Provision**~~
Summary/ Description	This policy works together with the Code *of Practice: Health and Safety of Children and Young Persons on the University of Winchester Premises;* the *Code of Practice for Safeguarding Children and Young People in University-Organised Activities;* and the *Prevent Duty – Implementation Delivery Model.* Together they provide policy, procedure and guidance for the safeguarding of children and vulnerable adults who are engaged with the University.

Safeguarding Children and Vulnerable Adults Policy October 2018

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Title of Policy / Regulations yyyy/yy

This policy is written with reference to the Children Act 2004; the Government's 2018 report *Working Together to Safeguard Children*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf

and *Information Sharing: Advice for practitioners*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf

1. Statement of Intent

1.1 The University is committed to providing a safe and secure environment for all students, staff and individual visitors who access its facilities and services.

1.2 The University recognises its particular responsibility to safeguard the wellbeing of children and vulnerable adults engaged in the breadth of the University's activities. It ensures that there are appropriate arrangements in place to protect the welfare of children and vulnerable adults and to deal appropriately with issues concerned with suspected or reported abuse of children and vulnerable adults.

1.3 The University seeks to ensure that its policies and procedures comply with statutory duties, reflecting guidance and good practice in safeguarding children and vulnerable adults..

1.4 The University recognises that it has a duty to help staff and students manage their responsibilities through guidance, support and training.

2. Who and what does this policy cover?

2.1 While schools and colleges have a statutory duty to safeguard and protect young people in their care, there is no specific legislation for Higher Education Institutions, as its core client group is over 18 years old There is nevertheless an expectation that all agencies in all sectors will address safeguarding responsibilities There is a common law duty to take such steps that in the circumstances of an educational institution are reasonable to ensure that a child or vulnerable adult is safe and that reasonably foreseeable harm does not occur as a result of careless acts or omissions of the institution.

2.2 This Policy covers children and vulnerable adults according to the following definition:
- A child is a person under the age of eighteen years
- A vulnerable adult is a person aged eighteen or over who is or may be in need of community care services by reason of disability, age or illness; and who is or may be unable to take care of or unable to protect him or herself against significant harm or exploitation.

2.3 Safeguarding duties are integrated with promoting the welfare of children, described as:
  - Protecting children from maltreatment
  - Preventing impairment of children's health or development
  - Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
  - Taking action to enable all children to have the best outcomes

This extends the meaning of safeguarding, which focusses more on taking all reasonable measures to minimise the risks of harm to the welfare of children and vulnerable adults.

2.4 Together with this comes reinforcement of the principles of sharing appropriate information. Safeguarding is understood to be the responsibility of everybody who comes into contact with a child or vulnerable adult who may be at risk of harm. This means that the reference to 'staff' in this document includes staff of the University and the Student Union, students, volunteers and Governors; anyone approved to teach or examine on its courses; external contractors. All staff (as defined above) working in a regulated activity with children or vulnerable adults will be appropriately checked, in line with the Disclosure and Barring Service, through Human Resources.

2.5 Regulated activity is defined as:

i) any activity which involves contact with children and is of a specified nature (e.g. teaching, training, care, supervision, advice, treatment or transport) or any activity allowing contact with children in a specified place (e.g. schools, children's homes)
and
ii) where that activity is frequent, intensive or overnight
and
iii) where that activity is wholly or mainly the role, and not merely incidental.

Frequent and intensive for regulated activity is defined as:
i) In child settings: frequent means regular, repetitive activity once a week or more; intensive means four or more days in any one 30 day period (e.g. field trips, summer schools)
ii) In health settings (medical/social care): frequent means once a month or more; intensive means three or more days in any one 30 day period.

The Disclosure and Barring Policy for applicants and students can be found on:

https://www.winchester.ac.uk/about-us/leadership-and-governance/policies-and-procedures/

3. What to do: Safeguarding structure and responsibilities

3.1 The University has a designated University Safeguarding Officer (USO), who also takes on the role of Designated Safeguarding Lead (DSL) when required. This is the Director of Student Services, and in their absence the Head of Wellbeing. Responsibilities include monitoring, reviewing and promoting this policy; acting as a first point of contact for safeguarding concerns unless this resides within a specific programme or department; providing information on this policy to new members of staff and offering training to existing members. The Director of Student Services is also the Student Safeguarding Lead in the University's Prevent Duty Implementation and Delivery Model as, in their absence, is the Head of Wellbeing
https://intranet.winchester.ac.uk/information-bank/document-store/Published/Forms/Department.aspx

3.2 Some departments will have their own safeguarding policies and procedures by the nature of their work, or where professional bodies require it, for example the Faculty for Education, Health and Social Care. These areas will have their own Nominated Safeguarding Officers or equivalent (NSOs) who are responsible for ensuring the University Safeguarding Officer is aware of their role and departmental policy. Those responsible for on and off campus events will appoint an NSO for each event involving children and vulnerable adults. Where research involves children or vulnerable adults there is an increased depth of ethics scrutiny; further information can be found in the Research and Knowledge Exchange Ethics Policy:
https://www.winchester.ac.uk/about-us/leadership-and-governance/policies-and-procedures/

3.3 Any member of staff may come across signs of harm and/or abuse. Concerns for the wellbeing of a child or vulnerable adult should be reported to the appropriate NSO, or the USO, as quickly as possible, stating clearly what the concerns are, even if they are not confirmed. The NSO/USO will

consider and begin any necessary procedures to protect the child or vulnerable adult, involving Children's Services/Social Care and/or the Police as appropriate. If this occurs while on placement in a school, the student will report their concerns directly to the School Designated Safeguarding Lead; they may also speak to the University's Initial Teacher Education Partnership Manager (ITEPM) in the Faculty for advice.

3.4 If a child or vulnerable adult discloses abuse directly to a member of staff this should always be taken seriously. It is important to stay calm, to take time to listen and without asking leading questions be sure that what the child/vulnerable adult says is clearly understood. Confidentiality cannot be offered in these circumstances; the child/vulnerable adult must be told that they have done the right thing by speaking about it, and that the information must be passed on but only to those people who need to know about it.   It is helpful to tell the child/vulnerable adult what will happen next, as far as that is known. A note should be made of the date, time, place, what the child/vulnerable adult said and what was said to them.

It is not up to the university to investigate concerns or allegations of abuse but to report them to the appropriate authorities through the Safeguarding Officer(s).

Students are required to follow school procedures when on placement and report within the school.

Students on placements on other programmes should follow the rules of the placement provider and keep the programme leader informed and the USO informed.

3.5 The Student Advice and Wellbeing teams within Student Services are able to provide emotional and practical support for students who disclose that they have been or are being abused or are the victim of other inappropriate behaviour.

3.6 Where a disclosure has been dealt with through an NSO, they should normally inform the USO so that a central record of incidents can be kept.

4. **Allegations against staff and students**

4.1 It is a criminal offence for an adult to engage in sexual activity with a person under the age of 18 where the adult is in a position of trust in relation to the under 18 year old (Sections 3 and 4 of the Sexual Offences Amendment Act 2000 refers http://www.legislation.gov.uk/ukpga/2000/44/contents).

4.2 Where a staff member is concerned about the behaviour of another staff member towards a child/vulnerable adult, concerns should be reported without delay to the line manager or the NSO/USO. If this occurs while on placement in a school the student may initially contact the ITEPM who will then refer the matter on. The line manager and NSO/USO must liaise with each other and talk with the staff member involved and decide whether the concern is an issue of poor practice or possible abuse. The former will be left with the line manager to pursue through the University's Disciplinary Procedures if appropriate; in the latter case the NSO/USO will need to inform the relevant Children's/Adult's Services department. In all decisions, the safety and wellbeing of the child/vulnerable adult is paramount.

4.3 The University also has responsibilities for the wellbeing of its staff, and Human Resources will advise and guide the line manager in relation to employment issues. Support for the staff member can be found through HR and its resources, through the Trade Union. Dealing with allegations fairly, quickly and consistently is in the interests of all concerned. 4.4 Where an allegation of abuse or inappropriate behaviour is made against a student and relates to their actions as a member of the University, the Academic Registrar in liaison with the NSO/USO will advise and guide the Faculty in relation to the University's Student Conduct Policy and Disciplinary Procedures for Students where appropriate (https://www.winchester.ac.uk/about-us/leadership-and-

governance/policies-and-procedures/). The NSO/USO may need to inform the relevant Children's/Adult's Services department of the allegation for investigation. The Security Manager will advise on ensuring the immediate safety and security of the alleged victim on campus. Actions impacting on the alleged perpetrator will be agreed with the USO and, where appropriate, the First Deputy Vice-Chancellor.

5. Preventative measures

5.1 The University strives to produce a safe and secure environment. However, University buildings and their safety precautions are designed with an adult population in mind and may not be enough on their own to keep children/vulnerable adults safe. Although the University does not act in *loco parentis* it does have a greater duty of care in these circumstances and Faculties and Professional Services will carry out risk assessments and make reasonable, proportionate adaptations to their activities where children/vulnerable adults come on to the premises.

5.2 This Safeguarding policy works in coordination with the *Policy and Guidance on the Presence of Children and Young Persons on the University of Winchester Premises* and the *Code of Practice for Safeguarding Children and Vulnerable Adults in University-Organised Activities,* which can be found on the University intranet.

6. Useful Contact Details:

University Safeguarding Officer: Director of Student Services Tel: +44 (0)1962 827679, Internal Ext 7679
University Deputy Safeguarding Officer: Head of Operations (Student Services) +44 (0)1962 827439 Internal Ext 7439

Director of Widening Participation: +44 (0)1962 827225, Internal Ext 7225

Initial Teacher Education Partnership Manager (Faculty of Health, Education and Social Care): +44 (0)1962 827356, Internal Ext 7356

Human Resources: External tel +44 (0)1962 827139 internal ext. 7139

Security Manager: External tel +44 (0)1962 827088, internal ext. 7088

7. Related Policies and Procedures

Code of Practice: Health and Safety of Children and Young Persons on the University of Winchester Premises

Code of Practice for Safeguarding Children and Young People in University-Organised Activities
Prevent Duty – Implementation Delivery Model

Partnership Office Joint DBS info sheet

Partnership Office Joint DBS letter

Partnership Office safeguarding advice within School Experience Handbook and individual student DBS letter

University Admissions policy:
http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/PublicDocuments/Admissions%20Policy.pdf

Disclosure and Barring Service (DBS) Policy for Applicants and students on courses which require enhanced disclosure:
http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/PublicDocuments/Disclosure%20and%20Barring%20Service%20(DBS)%20Policy.pdf

University Complaints Policy:
http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/PublicDocuments/Complaints%20Policy.pdf

Student Disciplinary Regulations:
http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/PublicDocuments/Disciplinary%20Procedures%20for%20Students.pdf

Safeguarding Guidance – Remote Learning and Engagement

In cases where the University has to close, such as in response to current government advice surrounding the COVID-19 pandemic, teaching and assessment may need to move to online platforms. This will also impact upon our engagement with external partners, including schools and colleges. Online platforms can provide an excellent source of learning and engagement; however, they can also open up risks for staff, students and other stakeholders.

This emergency guidance covers 4 key areas of consideration should the University be unable to engage face to face with students and other stakeholders:

- **(A) Guidance for teaching staff (online teaching and learning and interviewing)**
- **(B) Future Students: Schools and Colleges**
- **(C) Future Students: Enquiries Hub**
- **(D) Guidance for use of digital outreach in widening access**

Appendix A – Guidance for Teaching Staff (online teaching and learning and interviewing)

General guidance

- Ensure you are familiar with the University's Safeguarding policy and Social media Social media - Policy on employee use and misuse of social media July 2018 share any concerns as normal with the Designated Safeguarding Lead (Director of Student Services - Lesley Black) or her deputy (Head of Operations – Craig Lowe)
- Ensure you are familiar with the University's Interviewing Applicants Policy, in particular section 8 – Interviewing Minors.
- Only use University of Winchester approved platforms – these are MS Teams, Canvas, Big Blue Button, Adobe Connect
- In addition to the platforms listed above, only use your University of Winchester email address to communicate with students. Never use a personal account or social media for teaching or assessments
- Set clear expectations of when teaching will take place and when you are available to provide feedback
- Remember this is a classroom environment and therefore the same expected standards of behaviour apply online as would do in a face to face environment.
- Ensure you are dressed appropriately if you will be visible on screen and that your location is also appropriate.
- Ensure backgrounds do not contain anything personal or inappropriate. Staff should also alert students to the expected level of conduct at the beginning of a call.

Synchronous online teaching
- If providing synchronous (live) teaching, ensure as the host you know how to control the screen, save the video/chat content, mute and unmute all participants, including video screens
- If you are screen sharing or moving to screen sharing settings make sure that you only have open on your desktop things you need, no sensitive data or email accounts. Participants can see all of this on their screen and take screen shots if they so wish, make sure only essential information is visible. Also ensure your desktop image is appropriate in terms of privacy and the age of the audience.
- Ensure all participants leave the meeting and as a host you are the last to leave, if final participants are asking queries please direct them to live chat on the University website and leave the meeting as soon as able. As host it is important to leave sessions last so all behaviour can be monitored. Ensure that you click 'end meeting' (or equivalent) before you exit.

Appendix B - Future Students - Schools and Colleges

In acknowledgement of the specificity of working with children within school and college settings, the following section is designed to be shared externally with schools and colleges. It outlines our agreed digital practices for working with young people.

Future Students - Schools and Colleges

The University is committed to providing a safe and secure environment for all students, staff and visitors who access its facilities and services. This information relates to use of online services we may offer which is being undertaken by University staff/ambassadors with young people under the age of 18.

In our work with young people we are mindful of creating a safe environment and recognise that everyone has had to change the way they work very quickly. Our guidance is based on best practice and government guidance where available. We have considered how we can apply these best practice principles in a timely and practical way.

Online Platform

We are keen to use the learning platform that young people are most familiar with from their online learning environment and happy to be invited by school/college staff to present via institution's chosen platforms. We utilise Microsoft Teams, who have their own commitment to safeguarding and security. Young people can join an online webinar via Microsoft Teams via an open link, this is direct through the browser for Edge and Chrome or by downloading the Teams apps for mobile or tablet. Please note young people do not need a Microsoft account to join these sessions, they can attend as an unregistered guest. Young people do not need to have a video or microphone connection to participate.

Student Data

As schools and colleges are GDPR data controllers and are responsible for ensuring that student data is processed accordingly, we are not asking for schools or colleges to pass on any personally identifiable information to us. Webinar information will be provided to schools and colleges for them to choose to share with their learners. Where this is a privately hosted session for an institution's learners only, we allow these links to be shared within an institution. If sessions are for learners to participate in individually (e.g. signposted to externally running sessions) we will only collect minimal data from young people to be able to facilitate the webinar, they will be prompted when booking to read our privacy policy.

Safeguarding

The University Policy, Safeguarding Children and Vulnerable Adults (October 2018) is applicable to the work undertaken through digital platforms. During online interactions University staff are at no point lone working with young people, there are always 2 members of staff available and school and college staff are welcome to participate. Recordings will not be made of webinars and the chat notes created within the sessions are not shared via any platforms. At the end of sessions participants are signposted to support on the University website and on thinkuknow.co.uk if they have any concerns about content. In addition, webinar links will be closed so that young people are not able to regain access to undertake unmonitored interactions after the event.

Technical Note

Participants are advised in advance that Winchester is operating in line with Government advice and staff are working from home. This means the quality of internet connections and technical hardware is variable and sessions will be audio only. Hosts also mute participants microphones and video streams so they are not seen by other participants. Chat functionality will be available during sessions so young people can communicate

with University staff. Participants will only receive communications via official University of Winchester channels.

If you have any specific questions regarding the above please do feel free to contact a member of the team at schoolsandcolleges@winchester.ac.uk

Guidance for use of digital technologies with prospective students (internal)

Below is a range of actions for staff to undertake when working with young people under the age of 18 using Microsoft Teams and other online platforms.

Setting up a Public Teams Meeting
- When scheduling your meeting with young people via Microsoft Teams please make sure you invite a second member of University staff to be present. This person may help manage the chat function and also ensures as a host you are not lone working with young people.
- Young people do not need to create an account on Teams. Instead, they will be provided with a shared participation hyperlink from the host, via a University of Winchester email address.
- Students do not need access to a video or microphone, no videoing will take place during sessions and hosts will also not have their video on.
  See Appendix 1 for information on how to set up a safe Public Teams Meeting and Appendix 2 for Features during the meeting.

Young People's Expectations
Communication before event should cover the following:
- Young people should be clearly advised in advance not to share any passwords or other sensitive data and made aware that the information they have shared with us will not be shared further. if information is not to be shared further.
- They should be encouraged to ensure they are mindful of what is in the background of the video call, as even with video turned off during a call there can still be issues at the start of meetings.
- It is important that in the information provided, participants are encouraged when they join a meeting to only use their first name, or first name and course interest. Other participants can see others' names and there is no way of hiding this feature, so participants should only share their first names when joining the meeting.

At the start of the event:
- Setting expectations will be important as young people will be used to using different online tools. Provided in *appendix 3* is a generic slide available to be used at the start of each meeting so that participants understand expectations and meeting rules.
- It is the host's responsibility to be clear about the expectations of both student and staff behaviour (e.g. a 'classroom standard' of behaviour is expected from all participants). Dependent on the ages of young people in the call it is worth considering specific ground rules; creating safe spaces and explaining these as the introduction to each session.
- Where a young person's behaviour is inappropriate, they will be removed from the event. Where activities have been established with a specific school or college, the host

will report any poor behaviour to the contact at the institution, young people should be verbally made aware of this.
- To finish meetings there is also a 'connect with us' slide which highlights to young people where to seek additional support if needed.

Safeguarding
- Guide regarding GDPR and safeguarding to be shared with schools (above)
- Ensure as the host you know how to control the screen, save the video/chat content, mute and unmute all participants, including video screens.
- Use chat to help share resources and information during meetings without causing a distraction. If it's helpful share appropriate web addresses, contact details or other information. These chats are part of the channel, so everyone can refer to them during the meeting, without disrupting the flow. Make sure what is posted is appropriate and accurate, providing links to reputable sources, e.g. the University homepage, UCAS. Remind users about respecting others and using the chat box for commentary as required.
- Whist hosts are screen sharing or moving to screen sharing settings make sure that you only have open on your desktop things you need, no sensitive data or email accounts. Guest participants can see all of this on their screen and take screen shots if they so wish, make sure only essential information is visible. Also ensure your desktop image is appropriate in terms of privacy and the age of the audience.
- Ensure all participants leave the meeting and as a host you are the last to leave, if final participants are asking queries please direct them to the live chat function on the University website and leave the meeting as soon as able. As host it is important you are the last to leave sessions so all behaviour can be monitored. It is then the host's responsibility to 'shut-down' the meeting within their own calendar – cancel the meeting link so participants can not re-join the discussion without supervision later.

The University Policy, <u>Safeguarding Children and Vulnerable Adults</u> (October 2018) is applicable to the work undertaken via Microsoft Teams. If staff have any concerns about information shared within the this should be reported to Susan Henderson as the Future Students Nominated Safeguarding Officer.

Appendix 1 - How to set up a Public Team Meeting

- The meeting needs to be set in calendar of the host, whether this is for a link you will make public access or for a specific contact at a school to then share.
- From outlook the new meeting can be set with title and time/date details, the standard link Join Microsoft Teams Meeting will appear at the bottom – participants need the link not all this info, so link can be copied and added to main body of the text. Or just copied and added to a standard email rather than meeting appointment invite but meeting need to stay active in hosts calendar or link will not function.
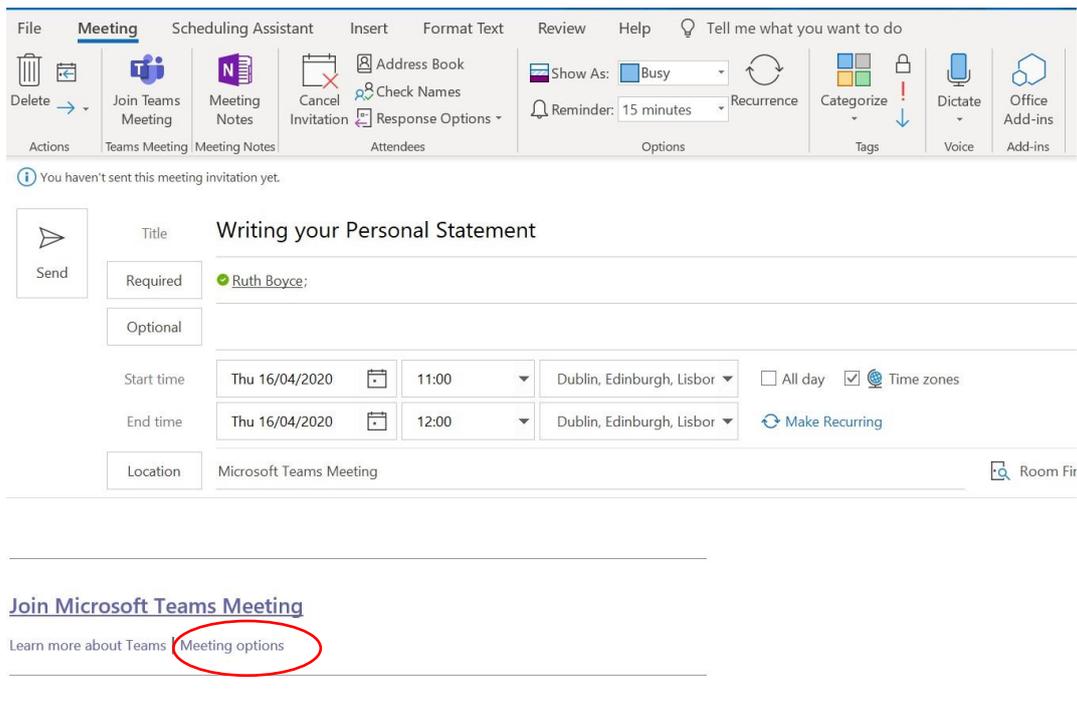
- Whilst organising meeting, open meeting options from the appointment created.

- This opens a separate screen in which you can choose permissions for:
  - Who can bypass the lobby, get into meeting without being invited, ideally just people in organisation can bypass. Therefore, host need to be prepared to accept those wanting to join at the time.
  - Remove announcement of all those who join – can be annoying if larger group.
  - **Importantly** assign who can present – this may be just host or other assigned staff. Default is that all participants can present, this means that any young person can take the screen and show what they like to the group so its important its changed before the meeting.
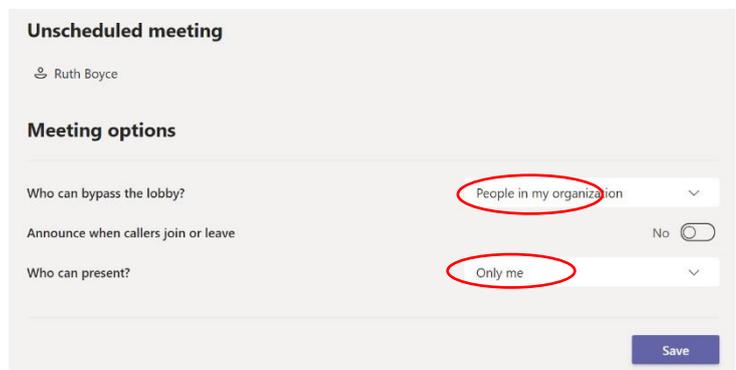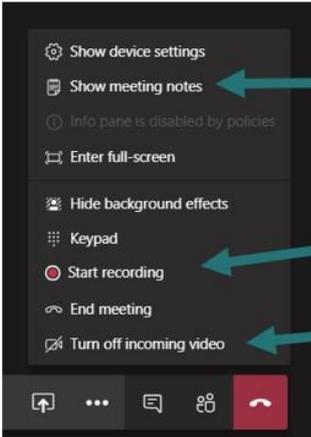
Appendix 2 – Features during the meeting

Participants
When you have participants waiting to join the meeting they will be waiting here for you to let them in, you need to accept them individually.
You can also invite specific people.

Opens other functions

Chat
This opens the meeting chat on the right hand side of the screen, all participants can see the chat and participate in it.

- Show device settings
- Show meeting notes
- Info pane is disabled by policies
- Enter full-screen
- Hide background effects
- Keypad
- Start recording
- End meeting
- Turn off incoming video

Meeting Notes
Sends a message to the chat section to explain you are making notes as the host, unless the participants are part of your team. Do not use this function with public meetings as they will not be able to access it.
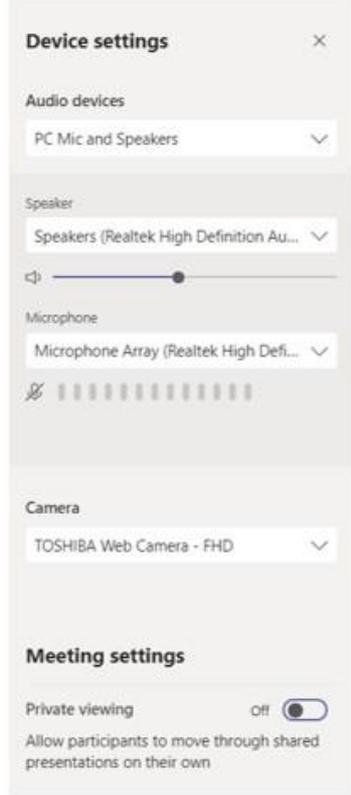
Recording
This will start recording and send notification to all participants.

Video
This prevents the host seeing participants using a camera, this must be turned off if going to use the record function.

Access this from Show Device Settings (first option on additional list above)

Once device settings have been opened, a host can check their own settings to ensure microphone is working.

Device settings ✕

Audio devices
PC Mic and Speakers ⌄

Speaker
Speakers (Realtek High Definition Au... ⌄

Microphone
Microphone Array (Realtek High Defi... ⌄

Camera
TOSHIBA Web Camera - FHD ⌄

Important in meeting settings there is the option if you are presenting to allow participants to scroll through the presentation at their own speed, to stop this happening and them jumping ahead ensure private viewing is off.
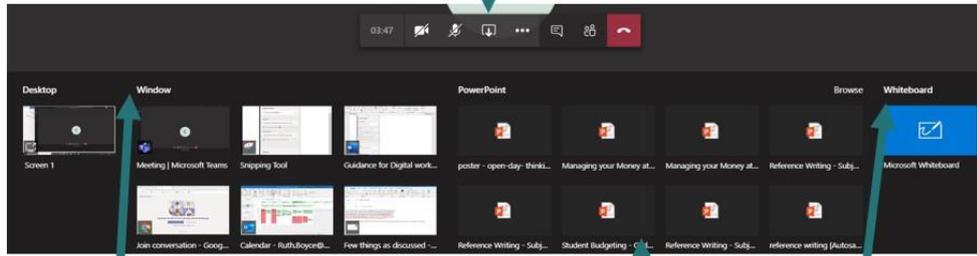
Meeting settings

Private viewing   Off ⬤

Allow participants to move through shared presentations on their own

Screen Sharing

Opens the tab below so that you can present, set this up before the meeting starts, make sure you have the right presentation.

Depending on your connection it can take some time to get the presentation loaded.

Desktop & Window

If you want to show where to find information on the website or talk participants through where something is you can do this here.
Please be mindful they can see everything so on your desktop, so ideally use window and just have open the window needed.

Presentation

You are not able to make any edits to presentations once presenting so it needs to be ready to go before the host starts.

Browse if it does not appear as recently opened

Whiteboard

Needs a good wi-fi connection and dependent on the devise the participants are using it appears to do a few odd things so if you don't need it perhaps don't use.

Appendix 3 - Setting Expectations

Before the session start time participants may be present and waiting for the host to start, please share a holding slide with session details.

To finish it is important to signpost where participants can gain further support, including external safeguarding agencies if they are concerned about content.

Appendix C - Future Students: Enquiries Hub

The Enquiries Hub manage the delivery of our interactive and live website services, providing nonface-to-face support to young people. Our staff using these platforms engage with participants remotely via a number of methods. We ensure we are clear with users about the personal information we/our platforms hold, and under what circumstances it might be shared. Our University Privacy and Confidentiality policy addresses these issues.

Online Platform

Unibuddy – Matches prospective students with current Winchester students, to engage in instant messaging.
- Unibuddy is only intended for use by persons aged at least 16 years of age.
- Prospective students must read a brief code of conduct before being able to connect with our students, this is where they have access to view a privacy policy and Terms of Use.
- To manage poor conduct within the platform Unibuddy utilise measures such as word flagging and verification processes – during which young people are reminded about how to behave appropriately for the medium. There is the ability to block and report those abusing the app.

Live Chat – Live chat allows anyone visiting the University website to instantly communicate with our staff via instant messaging. The chat simply appears within their browser window, and website visitors can chat with a member of staff by typing into the live chat box.

- Supported by the application Pubble, in line with GDPR this is only intended for use by those persons aged a least 16 years of age. Pubble is committed to protecting the

privacy of young people, and therefore does not knowingly collect or maintain personal information on the service from persons under 16 years of age.

- Their Privacy Statement and their GDPR processing details are available to users. Pubble does not sell, trade or otherwise transfer users personal information to third parties in any manner that could be harmful, dangerous or violating your privacy.
- The controls the University has set up in Live Chat mean that guests remain anonymous unless they choose to add their name and email address to the question.

Telephone/mobile phone contact
- We call young people on occasion in relation to their choices and to answer queries. This is only to those who have provided us with their data and agreed to this form of contact.
- Calls to young people are made either from the Enquiries Hub landline phones, in their secure office, or using MiCollab Web Client. MiCollab is an application that runs via a standard web page, which gives our staff the ability to make and receive phone calls from home. Calls can be made to and from a member of staffs' extension number, with all the standard functions available i.e. call history, call transfer and voicemail direct dialling. Devices used by University staff using MiCollab are password protected, in addition call histories and analytics are collected by University administrators of the system which can be reviewed and monitored.
- If a young person is left a message by the team and returns the call and leave the University a message, these are only accessed by Enquiries Hub staff and contact details are managed within the Hub team. The team use the contact email address joinus@winchester.ac.uk with young people which is a shared account visible to the whole team.
- Text messages may be sent to selected groups of students who have agreed to us contacting them in this way, the CRM system does not allow replies from young people so no messaging conversations are entered into.

Safeguarding
Across all our platforms we address safeguarding concerns. Transcripts of interaction are available to the University and users, in addition users can remain anonymous if they choose. For concerns raised of a personal or sensitive nature, staff would signpost queries to the most relevant internal department, e.g. Student Services so young people can be supported by specific staff. Although interactions are not face-to-face where appropriate follow up contact may be made to answer questions, this is only ever done if young person has opted to receive information from us.

Appendix D - Safeguarding guidance for use of digital outreach in widening access

The University is committed to providing a safe and secure environment for all students, staff and individual visitors who access its facilities and services. This information relates to use of online services we may offer in work which is being undertaken by university staff/ambassadors with young people under the age of 18, and vulnerable adults.

The use of digital technology within widening access and outreach

Digital technology provides an alternative method for delivering access and outreach activities to children, young people, vulnerable adults and their key influencers. The University recognises the value of utilising digital technology to reach individuals remotely, including providing materials and activities that are accessible to wider communities and to develop digital literacy. However, we also recognise the concerns amongst schools, community organisations, parents, carers and young people related to the use of digital technologies in our work, particularly issues related to safeguarding.

Many schools and colleges had already begun adopting virtual learning environments (VLEs) such as Google classrooms to provide online learning and assessments to their children prior to the COVID19 crisis. Since the lockdown practitioners, parents and carers have been overwhelmed by the amount of online resources becoming available.

We recognise the importance of working closely with our partner schools, colleges and community organisations to find online outreach activities and resources that continues to support our learner framework and complements existing resource, signposting to resources developed elsewhere when deemed appropriate and suitable. However, we must also acknowledge the digital divide amongst some children and their families within our communities who have little or no access to devices or internet data. Any outreach activity developed will consider these implications and explore alternative off-line provision to negate any further disadvantage such a digital-divide could have on their educational progression.

Based on the considerations raised above, the access and outreach team have developed different modes of online provision. In all instances risk assessments will be completed and guidance provided for school staff, practitioners, parents and carers on how to use the resources and how to support their children to be safe online.

Digital provision by activity:

    Key Stage 2 outreach: All online provision will be pre-recorded resources providing interactive components via tasks and activities to take place off-line. These will be provided to schools to share via their VLE platforms.

    Key Stage 3+ outreach: Online provision will be made available live via MS Teams and organised as a secure and private event with the school to share with their students. Young people will not need to create an account on Teams. Instead, they will be provided with a shared

	participation hyperlink from the host, via a University of Winchester official email address.
	Participants will not be given video or microphone privileges but able to access a monitored chat bar for Q&A. Events will not be recorded but pre-recorded versions will be made available to school staff or community officers after the event with any key items raised in the chat to be shared more widely.
Online competitions:	Engagement in off-line activities to cement learning from the online outreach will be encouraged through competitions promoted via social media. Children and young people will be encouraged to post their entries privately to their schools and each school will then use social media to showcase the work using hastags provided.
Reading scheme:	The department will provide physical books alongside secure online resources including quizzes (using Microsoft forms) and Q&A sessions via participants schools. All participants will have been identified by school staff and required to give individual and parental consent to engage in the scheme and receive books by post.
Online groups:	To support more intensive outreach activities that require the development of a cohort, such as mentoring groups or transitional programmes, MS Teams may be employed with private channels for each cohort. All activity will be strictly monitored, and all participants will be required to complete a code of conduct and have parental/carer consent prior to joining.

In order to ensure the safeguarding of all participants, clear expectations will be set with guidelines provided to participants, practitioners and parents or carers.

All access and outreach online provision will be risk-assessed and follow our University Safeguarding Children and Vulnerable Adults Policy (October 2018). If staff have any concerns about information shared within the online outreach session this should be reported to Sarah-Louise Collins as the Widening Participation Nominated Safeguarding Officer.

Training and support for staff:

All staff will have been fully DBS checked and completed online-safeguarding training before delivering online outreach to children, young people or vulnerable adults.

- Always use age-appropriate language in your communications and make sure all your communications are relevant to the work of the project you're involved in.
- When scheduling your meeting with young people, via Microsoft Teams please make sure that you invite a second member of staff to be present. This person may help manage the chat function but also ensures as a host you are not lone working with young people. (*Please refer to guidance for use of digital technologies with prospective students when setting up a Microsoft Teams meeting*).
- Ensure as the host you can control the screen, save the video/chat content. Learn how to mute and unmute all participants, including video screens. Remember to be aware of your own background by ensuring that both your username and/or video

background does not reveal any inappropriate or personal information to participants.

- Use chat to help share resources and information during meetings without causing a distraction. If its helpful share web addresses, contact details or other information. These chats are part of the channel, so everyone can refer to them during the meeting, without disrupting the flow. Make sure this accurate and links to reputable sources. Remind users about respecting others and using the chat box for commentary as required.
- Ensure all participants leave the meeting and as a host you are the last to leave, if final participants are asking queries please direct them to live chat and leave the meeting as soon as able.
- If you deem a participant to be using inappropriate language remove them from the event and screenshot the incident for evidence.
- Should you be concerned about an individual's welfare or conduct please adhere to the University's safeguarding policy, contact the designated safeguarding lead for the school and department to report an incident.

Young People's Expectations:

Setting expectations will be important at the start of each meeting as young people will be used to using different online tools.

- Make sure they understand that the event is live but will not be recorded. Any comments they make will be seen by others and they probably won't be able to delete or edit them. However, if they do use rude or inappropriate language that this will be reported to their school and could mean they are removed from the session.
- Remind them not to share any personal information and not to respond to contact requests from people they don't know.
- It is important to highlight to young people where to seek additional support if needed. Talk to children and young people about online safety before the session starts. Make sure they know who to tell if they see or hear anything upsetting or inappropriate. Suitable links will be made available at the beginning and end of each presentation.
- Prior to the meeting taking place, it is important that in the information provided, participants are encouraged when they join a meeting to only use their first name, or first name and course interest. Other participants can see each other's names and there is no way of hiding this feature, so participants should only share their first names when joining the meeting.

Useful online resources:

CEOP reporting online abuse: https://www.ceop.police.uk/ceop-reporting/

NSPCC online safety guidelines: https://learning.nspcc.org.uk/safeguarding-child-protection/onlinesafety-for-organisations-and-groups and https://www.nspcc.org.uk/keeping-children-safe/onlinesafety/

Ofcom 2019 report:
https://www.ofcom.org.uk/__data/assets/pdf_file/0024/134907/children-andparents-media-use-and-attitudes-2018.pdf

Net-Aware: https://www.net-aware.org.uk/

ThinkuKnow: https://www.thinkuknow.co.uk/professionals/resources/