

London Sinfonietta

ONLINE SAFEGUARDING POLICY AND PROCEDURES

This policy will be reviewed annually in line with our wider Safeguarding Policy and Procedures. It may be reviewed earlier as necessary to ensure it remains in line with any changes to guidance and legislation for online working or if there are significant changes to online platforms such as zoom etc.

Context

In response to the situation surrounding COVID-19 and in line with our wider aim to develop our digital work some Participation and Learning (P&L) activity will now take place online. This will allow us to continue to support our partner organisations and the young people and vulnerable adults we work with and develop our reach to schools and communities across the UK and beyond. Online workshops will often involve participants under the age of 18 and/or vulnerable adults, supported by the P&L team and led by freelance facilitators, musicians and artists.

The following guidelines for online working are in addition to the London Sinfonietta's Safeguarding Policy, Procedures and Good Practice Guidelines, the full version of which is available [here](#). This policy is an extension of this wider Safeguarding Policy and should not be considered as a standalone document.

Online Platforms and Set Up

- LS will use a dedicated P&L [Zoom](#) account as the online video conferencing platform for all direct online activity with young people. Zoom has been chosen as an appropriate platform for its security and usability, sound quality and reliability through recommendations from the Incorporated Society of Musicians. When working with partner organisations we may use their preferred online video conferencing platform as long as it conforms to this Safeguarding policy.
- Staff will monitor Zoom for updates and new features and notify the DSL as they arise, who will assess the safeguarding risk and review and add to the risk assessment as required.
- Passwords for the official Zoom account will be secure and shared only with authorised LS staff members. Passwords will be changed regularly, or more frequently if a staff member leaves the organisation.
- All P&L online activity will be set-up by a member of the LS P&L Team using an official work account and will take place within a pre-agreed timetable coordinated by members of the LS P&L Team.
- LS staff will be responsible for setting up Zoom sessions and sharing the links with facilitators, musicians, artists, participants parents/carers and/or other relevant partners such as music services who will pass the information on to group members and parents.
- Zoom meeting links will not be accessed by anyone involved in the session outside of the pre-agreed timetable. Zoom meetings will begin and end at the pre-agreed time, with LS P&L team overseeing.
- Freelance staff involved in online activities will complete an online form acknowledging that they have read and understood the Online Good Practice Guidelines in addition to adhering to the general Safeguarding policy and DBS checks that are carried out for all LS P&L work, as outlined in the general LS Safeguarding Policy. This can be found [here](#).

- London Sinfonietta staff, facilitators or musicians should not set-up any meetings with under 18's or vulnerable adults on any other personal mobile devices, social media, video conferencing platforms and apps.
- Parents/Carers will give their consent for their young person to participate in online LS activity and enable any sound/video permissions on their device as necessary. They will be emailed prior to the activity with information outlining the activity, LS Online Activity Good Practice Guidelines (see below) and instructions, including a URL link, for accessing the session. There will always be a DBS checked member of LS Staff present on the workshop, parents/carers are also welcome to be present during the session with their video/sound muted if they wish.
- LS will make use of other secure and safe online resource-sharing websites as appropriate and will inform facilitators, musicians, artist, parents/carers and young people of safe and straightforward ways to access these resources when necessary.
- For best results, LS will recommend online activity is accessed via a desktop or laptop computer. However, smartphones and tablets may also be used, with camera and microphone device functions enabled.

LS Online Delivery

- All online activity will be conducted with one or more members of the DBS checked LS Participation and Learning team on duty. No Facilitator, musician or other artists will be in an online session with young or vulnerable people without a member of the LS Participation and Learning team present.
- LS Participation and Learning team will be available for contact by facilitators, musicians, artists, young people and parents/guardians via email and telephone throughout the session and for at least an hour before and after.
- All LS online Participation and Learning projects will begin with facilitators, musicians and artists logging in at least 15 minutes early for a briefing session on safeguarding and the plan for the session, including any needs of vulnerable participants/under-18s who will be involved in the proceeding session, and to check that sound/video settings are appropriate.
- At least one responsible adult from each partner organisation must also be present at the session to provide further safeguarding support.
- LS staff will set-up the 'waiting room' function on Zoom as a default setting, to control who is admitted to the session. Any young people who do not have permission from a parent/carer to take part in the session will not be permitted entry to the session. LS P&L staff will check off the young people as they join the session and liaise closely with relevant partner organisations if they have any questions about the attendance list.
- Authorised LS staff will set up the P&L Zoom account to allow the host to have control of all security settings including the mute button and screen sharing settings, disabling private chat messaging between participants and the ability to eject individuals from the session if necessary. Participants will be able to send the host a private message during the session if they have a concern.
- Parents/carers should ideally be available to supervise their child/vulnerable adult at the beginning of the session and remain in the general proximity until its conclusion. Alternatively, the parent/carer could supervise the session digitally by joining the Zoom meeting on another device, with their video and audio turned off so not to disrupt the session.

- Sessions will not usually be recorded but if any recording of parts of the session is required for marketing and fundraising purposes or for sharing on LS Channel or social media permission will be sought from all participants and their parents/carers prior to the session and participants will be made aware in advance of the recording commencing.
- When the session is finished, the authorised LS staff member will use the 'end meeting for all' function (rather than 'leave meeting') to ensure that the meeting is properly ended.

LS Online Activity Good Practice Guidelines

For facilitators, musicians, artists:

As with all face-to-face LS participation and learning work, all facilitators, musicians and other artists involved in online sessions will be asked to read, sign and return the LS Safeguarding Good Practice Guidelines including the below points specific to online working.

Additional guidelines for working online:

- **You must** set up for the session with a neutral (physical or virtual) background and avoid displaying any personal or intimate items.
- **You must** always present yourself as professionally, in dress and in manner, as you would if you were working in person
- **You must** log onto the session at least 15 minutes before the start of the activity for a briefing session on safeguarding and the plan for the session including any needs of participants who will be involved in the session, and to check that sound/video settings are appropriate
- **You must** set your Zoom display name as first name and surname so as to identify yourself to the group
- **You must** ensure that you are using the latest version of Zoom in order that all security features are up to date
- **Never** record the session, take screenshots or photographs of the session under any circumstances. All participants will be reminded of this at the beginning of the session.
- **Never** share any personal information, contact details or files with participants

For participants and/or their parents/carers:

They will be sent a behaviour code of conduct for working online along with details for the session. This will include:

Set up:

- All online activity participants must be located in safe working spaces, appropriate for online music-making activity as far as is realistic. This should ideally be a communal living area and ideally not a bedroom (if a bedroom is the only available space, participants should angle the camera towards the door or another neutral background). As a courtesy, prior to the activity, participants should inform others in their location of the duration of their participation in a music activity.
- Participants' clothing and the physical or virtual background visible in the meeting should be appropriate to a professional context, avoiding display of personal or intimate items, and offensive images and words. Backgrounds can be blurred if needed. LS staff should wear their LS t-shirt and ensure their background is as neutral as possible.
- Young people should ensure that no identifying objects, documents or items of clothing such as school uniforms or contact details are visible.

During the session:

- Zoom display names should be set to first names only (no middle/surnames). Participants will be asked to change their display name, or the host will change their names this at the beginning of the session.
- Participants must not share any files other than music or relevant supporting materials over Zoom.
- Participants must not record the session, take screenshots or photographs of the session under any circumstances. All participants will be reminded of this at the beginning of the session.
- If screen-sharing is necessary for the session, all participants should ensure that only windows relevant to the online activity being facilitated are open and visible.
- All young people participating in online activity should follow the rules and instructions of the host tutor, for example, muting their sound or raising a hand to contribute. All young people should follow the same standards of conduct expected at face-to-face LS activities. LS staff will remove from the meeting anyone who is deliberately disrupting the activity. The workshop leader or host will give a brief reminder of instructions at the beginning of the session.
- Parents/guardians will be asked to support their young person in meeting these standards of working space, video background, screen windows and clothing. LS staff will remove anyone from a meeting who does not meet these standards.

How to get help:

- If anyone involved in the session has any concerns or questions, a member of the LS Participation & Learning team will be available for contact for the duration of the session, and for one hour before and after
- A technical set up document will be provided before each session to ensure that all participants are ready for the session
- Further online resources can be found at:
<https://learning.nspcc.org.uk>
<https://www.net-aware.org.uk/networks/zoom/>

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