Online Groups Risk Assessment

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 In response to COVId19 Carefree is moving our sessions online and will be delivering both group and 1:1 sessions with young people. Currently the platform being used for sessions is Zoom which can be downloaded as an app or can be streamed through internet browsers by following a link sent via email. Young people will have an initial induction to Zoom with a worker before joining a group. The document below outlines:

- Risk Assessment
- Guidance for Workers on Using Zoom
- Points covered in young person's induction
- Online specific group agreement (in addition to Carefrees 5 Golden Boundaries)

RISK	MEASURES TO REDUCE RISK
Young people's contact information being published on the internet	Zoom will be used to set up the meetings which is a secure platform. Zoom is used widely by schools, businesses and other organisations. Zoom's privacy policy can be found here: https://zoom.us/privacy
Young people under 18 accessing age-inappropriate software	Young people aged under 16 will use Zoom through a carer's account with their permission and understanding following induction. Young people aged 16-18 will use either a carers account or their own with their social worker and / or carers consent
Young people accessing each other's contact information without consent	Zoom meetings to be set up by workers and workers to remain as 'Host' throughout Workers will be present first at the meeting then young people will be invited to join.

	Meetings to be set up by adding young people's contacts to the workers account. They can then invite them to the meeting one at a time once the worker is present. YP supported to check profile name and privacy settings Meetings to be set up with the messaging facility set so participants cannot contact each other through private messaging
Images of young people being captured without consent during online during group sessions	Group contract with young people (see below) Worker to disable the recording function for participants. Worker to seek consent from young people and carers before recording any sessions
Young people accessing workers personal information	Workers to use work mobile numbers and email addresses for meetings Workers to be aware of the area of their home which young people will be viewing during video calls
People who have not been invited to the meeting accessing the facility	Link only to be sent to young people's carers – sent the day before the meeting and only to agreed email address. Link will be sent to young people where they are over 16 and this has been agreed by the carers Meetings can include a password which is only sent to young people and / or their carers Waiting room function always used so participants have to be let in by meeting host Host to 'lock' the meeting once all participants are present so no-one else can join the meeting
Young people not following guidelines set out by workers for online safety	New group contracts to be created by workers with young people at the beginning of each group – points to be covered include: No recording Please only post content that is appropriate and relevant to the group topic Young people who are not following the contract may be asked to leave the meeting and can be removed by the host. If this happens workers will contact them individually to explain why and conduct follow up work and support to young people
Inappropriate content/ language being posted to the group	Private chat between individuals disabled Group contract Host can remove content and block young people from writing / posting if necessary Links will be disabled Only workers will be able to 'share screen'
Individual issues and concerns	YP to be offered 1-1 support if necessary outside the group. If there are any safeguarding concerns including young persons safety online outside of the sessions they will be reported to the foster carer and social worker
Group dynamics	Small groups to be matched up by workers as per dynamics of known young people

Lack of access	YP to be contacted individually, offered support to access technology and any financial or other barriers to be problem solved by workers as much as possible in consultation with line managers amd SW
Young people struggling to communicate on online groups due to disabilities	Individual support offered to young people alongside group support as required. Workers to offer bespoke support as required and groups to be set up to accomodate for young people's needs as appropriate (e.g. smaller group sizes)
Feedback and evaluation not being captured due to online nature of groups	YP to be encouraged to email feedback and ideas after each session
Young people and workers being exposed to inappropriate material / content in the background of a video	Group contract Young people and workers to be aware of what is in their background and make sure their home setting appropriate to be shared with the rest of the group Internet Safety course taken by all staff and delivered in bitesize chunks to young people
Youth Worker and Young People's private living space is no longer private due to it being used for gathering socially online.	Individual discussions with young people around managing their space before groups begin. Group contract. Youth workers aware of managing their own space. An awareness at all times if view changes because of camera positioning
Young people's support needs not being met if they cannot access online group sessions	Young people will also be offered support by Carefree workers over the phone. Young people will be signposted to other services where appropriate and Carefree staff will work closely with foster carers and social workers to support with meeting young people's needs Where appropriate, Carefree staff will offer 1:1 meetings with young people. These will be diarised and reported through Lamplight and agreed on a case-by-case basis with line managers and social workers.
Conversations becoming unmanageable by workers	Groups limited in size so workers can monitor discussions and content posted ratio Group agreement on how young people will have their voices heard during discussions
Internet failures causing workers to leave meeting	Both workers will check the internet signal and battery life of devices before sessions. Workers to link up online before inviting young people in to check connections. If one worker cuts out the 2nd worker to manage the group for 5 mins - lead worker to try to re-engage, if they can't try to replace with another worker. If only one worker is still present, consider ending the group and rearranging. If it is an apprentice who is left in the session then they will need to close the session and explain they are doing this and the lead worker will be in contact as soon as they have internet access again.

Young people inadvertently posting content of themselves to group	Young people to practice using media 1:1 with worker beforehand – worker to check they know how to turn camera and mic on / off
People in young person's home being filmed without their knowledge / consent	Covered in contract
People joining the meeting who have not been invited	Covered in contract Not posting group links online anywhere Young people asked not to include anyone not involved in the group in the video call who may be within their home and to make sure that they know the meeting is happening. Zoom settings - only host can invite others to meeting and meeting to be closed once all participants are present Workers to ensure they do not have windows open on computers that have YPs personal information displayed or keeping personal information on their home laptops in unprotected files. Close all windows except those you are using/will be using during the group. Workers sensitive to not promoting 'online group work' on social media sites such as the organisation twitter account Workers ensuring they have downloaded the latest version and updates of the app/platform

Guidance for Workers - How to stay secure on Zoom

- do not share the link or the meeting ID on public platforms (and if you share photos of the meeting make sure the ID is not visible)

- never use the personal meeting ID, instead allow Zoom to create a random number for each meeting

- add a meeting password

- set screen sharing to "host only"

- disable file transfer

- disable "join before host"

- disable "allow removed participants to rejoin"

- carefully consider any recording - recorded meetings can be accessed by Zoom administrators

- Consider using a carers email due to phishing.

Young person Induction

All young people will be inducted onto Zoom by a worker. Prior to this workers will obtain carers consent for them to use the platform and create their own account if aged under 18. If they are under 16 they will use the platform through a carer's account and workers will discuss this with their carers. The young person's induction will cover basic use of the platform, how to join and leave a meeting, turn mic and camera on/ off and that they understand that others will be able to view them within the meeting but that the groups will be closed. Young people will be asked to change their name on Zoom so it is the first name that other young people know them by, not their email address which comes up on the bottom of their email. It will also be an opportunity to support the young person to choose which space/s in their home will be visible during meetings and how to make these appropriate for the rest of the group to view. If there are specific concerns around the young person accessing meetings online they will be addressed in these 1:1 meetings before the young person joins a group. The importance of keeping up to date with the apps updates and latest versions should also be mentioned.

Discuss appropriate clothing and self-care before joining a group meeting - treat it like you would a face to face group

In the first session we will cover the online contract (see below) with all young people and check that they are in agreement with this.

Online Group Specific Group contract (to be covered at the start of each group)

When to turn on/ off film / mic

What content is appropriate to share? – including no posting of personal contact details

Camera placement and where young people are when they take part in groups (to avoid filming other members of their household). Zoom has functionality to set 'video backgrounds'

No filming / capturing images of the sessions on another device

Just people added to the group can be in the video chat

Getting into the habit of YP and foster carers to cover over their phone/laptop camera with tape when you are not using it for video or video chat.

What will happen if boundaries are broken

Drip-feed internet safety tips, advice and guidance

Signed off by Mari Eggins 23 April 2020