



# Online Safeguarding Policy and Procedures

Adopted by Trustees 5th May 2021

Next Review 13<sup>th</sup> May 2023

## **Introduction**

Axminster and Lyme Cancer Support is committed to creating and maintaining a safe and positive environment and we accept our responsibility to safeguard the welfare of all adults involved, in accordance with current legislation.

Axminster and Lyme Cancer Support Online Safeguarding Policy and Procedures applies to all staff, volunteers and clients involved in Axminster and Lyme Cancer Support.

## **Online Sessions via Zoom**

### **Unique Meeting ID & Password Protection**

To access a scheduled session or workshop, each Zoom session will have a unique Meeting ID, which will be emailed to participants before the session. It is essential that the Meeting ID is not shared publicly - particularly online or via social media. If it is discovered that the Meeting ID has been shared, we will consider this a breach of our Safeguarding practice, and immediately close the session. Any participant responsible for sharing this information may be permanently removed from the group. All new members that would like to join the meeting should be referred to [admin@axminsterandlymecancersupport.co.uk](mailto:admin@axminsterandlymecancersupport.co.uk) to be issued with the meeting ID.

### **Zoom Waiting Room**

The session host will be responsible for admitting participants into each session on Zoom. When logging into Zoom, participants will be placed into a virtual Waiting Room, where they will remain until the session host grants them access to the session. In the unlikely event that someone from outside of the group has managed to access the Meeting ID, the session host will be able to see this, and deny access to the session.

### **Chat Functions**

To monitor interaction between participants, the Chat Function on Zoom will be set up so that participants can type a message to the session host or the whole group publicly. This is in place to avoid the risk of private conversations between participants, including documents being shared, and online bullying. With the option to still speak with the session host, questions or concerns can still be raised, aside from the wider group, should there be a need.

### **Record Function**

To ensure that participants are not using the video Record Function on Zoom, this will be disabled. Session hosts will be notified of any participant trying to use the video Record Function in the Zoom session and will be able to deny permission. In the unlikely event that a session host wishes to record a session, even for just a short period within a session, participants will be notified via email in advance to explain the purpose for this recording. This warning will give participants enough time to deny permission of the recording, or to request that they are withdrawn from session activity during the period of recording.

## Session Host & Session Co-Host

Each session that is hosted via the Zoom platform will always have two supervising adults present. Each adult has been assigned following current Safeguarding training. Having two supervising adults present in each session allows for both additional technical and additional pastoral support for each participant. Each session host and session co-host is presented with a list of expected conduct.

- Sessions should always be conducted from an appropriate space within their remote location, i.e. a seating area, an office space. It will be deemed highly inappropriate for a session to take place in a personal space such as a bedroom or bathroom.
- Session hosts should present themselves - in both conduct and appearance - in a professional manner.
- They should respond to the needs and responses of each participant that joins the group.
- Session hosts should ensure they are aware of physical, emotional and behavioural barriers that might cause a participant to struggle.

Further safeguarding support, should there be any concerns from a participant or session host about the safety and welfare of a participant, should be raised with our designated safeguarding lead via email [admin@axminsterandlymecancersupport.co.uk](mailto:admin@axminsterandlymecancersupport.co.uk) Should anyone need to disclose a concern, seek advice, or request support to contact external agencies, the contact details above can be used. Any concerns should be dealt with according to our main Safeguarding Policy.

## Social Media

### Facebook

The Axminster and Lyme Cancer Support Facebook page, [www.facebook.com/axminsterandlymecancersupport.co.uk/](https://www.facebook.com/axminsterandlymecancersupport.co.uk/), is a public facing platform on which anyone can post relevant information or comments. The administrator will vet all posts and comments and remove any that are deemed inappropriate or unsuitable as soon as possible.

### Instagram

The Axminster and Lyme Cancer Support Instagram page can be accessed by tagging [#axminsterandlymecancersupport](https://www.instagram.com/axminsterandlymecancersupport). Any inappropriate or unsuitable comments to posts made on this page will be removed by the administrator as soon as possible.

## Roles and responsibilities of those within Axminster and Lyme Cancer Support

Axminster and Lyme Cancer Support is committed to having the following in place:

- A Lead Safeguarding Officer to produce and disseminate guidance and resources to support the policy and procedures.
- A clear line of accountability within the organisation for work on promoting the welfare of all adults.
- Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.

- A Case Referral Group that effectively deals with issues, manages concerns and refers to a disciplinary panel where necessary, i.e. where concerns arise about the behaviour of someone within Axminster and Lyme Cancer Support
- A Disciplinary Panel that is formed as required for a given incident if appropriate and should a threshold be met.
- Arrangements to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.
- Clear codes of conduct for Trustees, staff, volunteers and other relevant individuals.

## Relevant Policies

This policy should be read in conjunction with the following policies

- Safeguarding
- Whistle Blowing
- Complaints
- Disciplinary
- Equality, diversity and inclusion

## Further Information

Policies, procedures and supporting information are available on the Axminster and Lyme Cancer Support website: [www.axminsterandlymecancersupport.co.uk](http://www.axminsterandlymecancersupport.co.uk)

Lead Safeguarding Officer: Mary Kahn, CMD

## Review date

This policy will be reviewed every two years or sooner in the event of legislative changes or revised policies and best practice.