



# **OTR Bristol**

## **Remote Working Risk Assessment**

### **April 2020**

#### **Outline**

In response to COVID19, OTR Bristol is moving sessions online in order to continue to deliver both group and 1:1 sessions to young people. The online platforms currently being used for sessions are Zoom and Google Hangouts, which can be streamed through a browser or app by following a link sent via email. We will also be conducting some sessions via the telephone and communicating with young people by phone, text and WhatsApp.

This document will be reviewed on a monthly basis.

This document outlines the following steps taken by OTR to ensure the safety of service users:

- Risk Assessment for Zoom & Google Hangouts
- Guidance for staff/volunteers using Zoom and Google Hangouts
- Points covered in a young persons induction
- Online specific group agreement (sample)
- Risk Assessment for telephone communications
- WhatsApp Guidance
- WhatsApp consent form
- Lone working policy
- Working from home guidance
- Review dates

## Risk Assessment for Zoom & Google Hangouts

Risk	Measures to reduce risk
Young people's contact information being published on the internet	Zoom or Google Hangouts will be used to set up the meeting. Both are secure platforms. Privacy policies below: <a href="https://zoom.us/privacy">https://zoom.us/privacy</a> <a href="https://policies.google.com/privacy?hl=en-US">https://policies.google.com/privacy?hl=en-US</a>
Young people under 18 accessing age-appropriate software	Group content will be adjusted to ensure it is age-appropriate and relevant.
Young people accessing each other's contact information without consent	Meetings to be set up by OTR staff or volunteers, the role of "Host" remains with OTR throughout. Young people are invited to join only after the host has arrived. Invitations to group sessions will be sent via email to young people using BCC to ensure addresses are not shared between participants
Feedback and evaluation not being captured due to online nature of groups	All ongoing closed groups will gather feedback via agreed means that fit their teams criteria (eg. via Typeform). All open or closed groups will be encouraged to give feedback via email. Themes recognised by facilitators are being captured on a weekly basis to ensure content is relevant and responsive to young people's emerging needs.
Young people and OTR staff & volunteers being exposed to inappropriate material/content in the background of a video	Group contract - all participants should be aware of what is in their background and make sure their home setting is appropriate before being shared with the rest of the group. Internet safety course to be taken by all staff and volunteers <a href="https://www.highspeedtraining.co.uk/safeguarding-people/safeguarding-children-internet-safety-training-course.aspx?&amp;mkwid=s_dc&amp;pclid=358350282158&amp;pkw=%2Binternet%20%2Bsafety%20%2Bcourse%20%2Bonline&amp;pmt=b&amp;dim=&amp;gclid=EA1aIQobChMI2JTzk_SK6QIVRNreCh36EQBoEAYASAAEgKQmvD_BwE">https://www.highspeedtraining.co.uk/safeguarding-people/safeguarding-children-internet-safety-training-course.aspx?&amp;mkwid=s_dc&amp;pclid=358350282158&amp;pkw=%2Binternet%20%2Bsafety%20%2Bcourse%20%2Bonline&amp;pmt=b&amp;dim=&amp;gclid=EA1aIQobChMI2JTzk_SK6QIVRNreCh36EQBoEAYASAAEgKQmvD_BwE</a>
Host and participants 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. Young people are encouraged to use headphones/chat functions on zoom to provide further privacy where needed. Group contract: Spatial awareness including changing camera angles.
Conversations becoming unmanageable by host	Group sizes limited to enable Host to monitor discussions and content. Group agreement on how young people will have their voices heard during discussions.
Internet failures causing Hosts to leave meeting	Host will check the internet signal and battery life of devices before sessions commence. If co-hosts run sessions, they should link up before inviting young people to join the session. If one host loses connectivity, the other should be able to manage the group while issues are resolved. Procedure should form part of group contract and communicated to young people at the start of each session in case the session has to be abandoned. Not all sessions have 2 hosts.
Young people inadvertently	Young people to be briefed on using media before sessions

posting content of themselves to group	begin e.g how to turn camera and mic on/off
People in young person's home being filmed without their knowledge/consent	Covered in Group Contract
People joining the meeting who haven't been invited	<p>Covered in Group Contract</p> <p>Not posting group links online anywhere</p> <p>Young people asked not to include anyone not involved in the group in the video call who may be in their home and to make sure that they know the meeting is happening.</p> <p>Host to ensure appropriate settings are used. Participants are invited to join one at a time once Host is present.</p> <p>Young people supported to check profile names and privacy settings are correct.</p> <p>Meetings to be set up with a messaging facility set so participants cannot contact each other through private messaging.</p> <p>Host will ask to have a brief visual sight of the group prior to commencing sessions. This allows both the host and participants to feel confident that the group is being attended by appropriate people.</p>
Young people not following guidelines set out by Hosts for online safety	<p>New Group contracts to be created by Hosts with young people at the beginning of each group - including:</p> <p>No recording</p> <p>Posting only content relevant to group topic</p> <p>Young people not abiding by the contract may be asked to leave the group or may be removed by the Host. In either instance the young person will be contacted to explain why and what follow-up work or support will be put in place.</p>
Inappropriate content/language being posted to the group	<p>Group Contract</p> <p>Private chat between individuals to be disabled</p> <p>Host can remove content and block participants from writing/posting if necessary</p> <p>Links to be disabled</p> <p>Only Hosts will be able to "share screen"</p>
Group Dynamics	Groups to be set up to accommodate for young people's needs as appropriate (smaller groups, age appropriate)
Lack of access	<p>Young people can be contacted individually to assess access to technology. Every effort should be made to solve any problems or barriers preventing young people from accessing support.</p> <p>Young people can also phone into Zoom sessions if they do not have access to a computer.</p>
Young people struggling to communicate on online groups due to disabilities	Individual support offered to young people alongside group support if appropriate.
Online safety	<p>Hosts to ensure they do not have windows/tabs open on computers that display sensitive information including details of participants or personal information. All other tabs should be closed during sessions other than those being used for screen sharing.</p> <p>Hosts should ensure they have downloaded the latest version</p>

	and updates of the app/platform they are using.
Safeguarding & Risk	Any safeguarding concerns should be raised following OTR's normal safeguarding procedure. In the therapies groups, call all attendees prior to the group to do a brief risk assessment and explain confidentiality. <a href="https://drive.google.com/drive/u/0/folders/0BzmcgLB0rX3ucm9hNjBlcnljWTA">https://drive.google.com/drive/u/0/folders/0BzmcgLB0rX3ucm9hNjBlcnljWTA</a>

## Guidance - How to stay safe on Zoom and Google Hangouts

- Young people will have an initial induction with a member of the OTR team before joining a group.
- Do not share the link to the meeting ID on public platforms. If you share photos of the meeting make sure the ID is not visible.
- Never use the personal meeting ID, allow Zoom or Google Hangouts 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 - Zoom administrators can access recordings on this platform.
- Ensure the participants email address is legitimate
- Ensure invitations are sent out using the BCC function so that contact details remain private.

## Young Person induction

All young people invited to join a group either on Zoom or Google Hangouts should have a basic induction to the platform. This should include:

- How to join and leave the meeting
- How to turn the camera and microphone on and off
- They will be seen by others in the group but the group will be closed
- Young people will be asked to use first names only and not email addresses to identify them on screen.
- Encourage the use of first names or agreed nicknames to protect anonymity.
- How to choose an appropriate space in their home where they can join the group and participate in the session, e.g. quiet, comfortable.
- Encourage the use of headphones/chat function on zoom to provide further privacy where needed.
- Keeping software up to date.
- Appropriate clothing and self care during group sessions

- Group contract

### Example of Online Group specific contract

- When to turn on/off camera and/or mic
- What content is appropriate to share - including no posting of personal contact details
- Standards of behaviour - turn taking, allowing all participants to contribute
- Camera placement and where young people are when they take part in the group (to avoid filming other members of their household). Zoom has functionality to set “video backgrounds”.
- No filming/capturing images of the session on another device
- Just people added/invited to the group can be in the video chat
- Consequences of breaking the group contract
- Reinforce internet safety tips, advice and guidance in an appropriate manner.

Copy of OTR Group agreement for online session

<https://drive.google.com/file/d/1yDIcfPxzM88QGgidyuPGWMRrXL-sjFmM/view?usp=sharing>

### Risk Assessment for Telephone communications (voice and text)

Risk - General	Measures to reduce risk
Verifying young person's identity	Young person should be registered on IAPTus or signed up for mentoring service. Ask to confirm personal details.
Use of personal phone	Staff and volunteers who haven't been issued with a work mobile should use a pay as you go sim for the purpose of telephone counselling where possible. Alternatively their personal number should be withheld. Text messages should be sent via IAPTus where possible.
Unsolicited out of hours calls	Work mobiles should be turned off while staff are not on duty. Where possible a voicemail message should make it clear when calls or texts will be responded to.
Young person misses a call	A text message should be sent prior to a phone call to check the time is convenient. Once confirmed by the young person, a call can be made.
Unclear boundaries - young person persistently calling or messaging	Ground rules for communication should be established during the first contact, e.g. when there will be a follow-up call, when messages are likely to be responded to. This information should be recorded on the young person's IAPTus record or shared Google document. Voicemail messages should be current to include working hours and response times.

Safeguarding & Risk	Any safeguarding concerns should be raised following OTR's normal safeguarding procedure. <a href="https://drive.google.com/drive/u/0/folders/0BzmcgLB0rX3ucm9hNjBlcnJjWTA">https://drive.google.com/drive/u/0/folders/0BzmcgLB0rX3ucm9hNjBlcnJjWTA</a>
Limitations to confidentiality	Young people should be made aware that 'confidentiality' sits within OTR and not in the one to one relationship, and that if there is concern about significant risk to them or another person this information may need to be shared externally to OTR.
Young person fails to respond to calls or texts	Record attempts on IAPTus and the shared Google document. Try alternative means e.g. email. 3 failed attempts will result in the young person being removed from the waiting list. No further contact attempts will be made.
Calls from concerned parents	Listen to their concerns. Reassure but don't make promises. Signpost when appropriate to website and/or other agencies. Make a record on IAPTus or shared Google document.
Inappropriate language used in phone and text exchanges	Advise the caller that you will not continue the conversation if the inappropriate language persists. End the communication and record on IAPTus. If this behaviour is repeated, take advice from Team Manager.
<b>Risk - Counselling</b>	<b>Measures to reduce risk</b>
Competence	Ensure Therapist feels confident and sufficiently skilled to offer telephone counselling
Suitability of young person	An ability to assess the young person's understanding of, and attitudes towards telephone or on-line counselling, in order to judge whether this is likely to be an appropriate therapeutic medium for them.  An ability to discuss with the young person the advantages and disadvantages of working therapeutically via telephone or on-line.  Maintaining the young person's right to choose to wait for face to face support.  An ability to assess psychological difficulties and presenting problems that may make it harder for young people to make effective use of telephone or on-line sessions.
Lack of social cues	An ability to draw on knowledge that (because communicating by telephone or on-line-counselling may carry a greater risk of misunderstanding than face-to-face communication) there is a need to check that meaning is being interpreted accurately by both parties.
Having a safe space for the session to take place	Ensure the young person can create a safe and secure context for audio/video calls, e.g. by checking that they are in a private location where the conversation will be confidential and free from interruption. Ensure that the YP feels able to hold the emotional implications of working therapeutically at home e.g.

	do they feel increased anxiety etc due to exploring difficulties within their 'safe space'
Young person fails to answer call at agreed time	Wait 5 minutes and try again. Send a text message reminding the young person of the appointment. Reschedule if necessary while reminding the young person of the consequences of non-attendance.
Poor phone signal	Therapist should ensure they have an adequate signal prior to starting phone sessions. If the young person has a poor signal, suggest they move to another location or use a landline if possible.
Session over runs	Make sure that the young person is aware of time allocated to each session. The sessions should start and finish on time.
Final Session	Make sure the young person knows that the contact will cease but they can refer themselves back for other services. Remove the young person's contact details from your phone.

## Guidelines for engaging with young people/service users via WhatsApp

These guidelines should be read in conjunction with our Online Safety and IT Policies

- WhatsApp should only be used if the young person you are working with does not want to engage through other channels e.g. Google Hangouts, Zoom, email, Skype Private Conversations. It should be offered as an option but the other platforms are preferable.
- You should only use WhatsApp for work purposes via the mobile phone provided by OTR using your work number.
- You may only contact people on WhatsApp if: (a) they have given you their mobile phone number; and (b) they have agreed to be contacted by you over WhatsApp. Do not confuse, deceive, defraud, mislead, spam, or surprise people with your communications.
- You should not engage with anyone unless it has been agreed in advance and they have given consent to be contacted in this way (form attached). It is important that they are given a free choice about how they wish to communicate. If you only offer WhatsApp, they do not have a free choice.
- WhatsApp is only to be used during the agreed session time and we shouldn't "check up" any more than we usually would if the session was in-person.
- WhatsApp contains a function where we can set a status, i.e. "Away from phone" - we should make use of this when not in a session.
- Whilst WhatsApp offers end to end encryption, the data is processed by a third party, outside the control of OTR. Conversations in WhatsApp can be deleted but access at a later date, in the event of a subject data request, would be extremely difficult.
- A record should be kept of any interactions on the young person's IAPTus record.
- Clear boundaries should be set prior to engagement to include:
  - Contact details

- Agreed timetable for contact - time of day, day of week, duration of contact period. Any contact from a young person outside of these hours should be raised with the safeguarding lead.
  - Purpose of interaction
  - Limitations of interaction
- You must respect all requests (either on or off WhatsApp) by a person to block, discontinue, or otherwise opt out of communications from you via WhatsApp, including removing that person from your contacts list.
- Chats and contacts should be deleted from the App once a period of interaction has finished.
- It is essential that you protect your phone with a password or code.
- Your WhatsApp profile photo should be appropriate; preferably the OTR logo
- Be careful when using your phone in a public place, do not leave your phone unattended.



# WhatsApp Consent Form

(Practitioners Name) would like to establish a chat using the WhatsApp facility. For us to do this, we will need to use your phone number to add you to contacts. We are committed to ensure that any personal information you provide is handled fairly and confidentially and in accordance with the General Data Protection legislation. We will not share your mobile number with any third party and will only be used for the purpose outlined by (name of practitioner), including sharing resources with you.

## Participant Consent

Do you wish to communicate via WhatsApp	<b>Yes / No</b>
I understand that I can leave the WhatsApp chat at any point without giving any notice or reason for leaving	<b>Yes / No</b>
I have read and understood the rules for participating In the WhatsApp chat.	<b>Yes / No</b>
I understand that a record of our chat will be kept on OTR's secure system	<b>Yes / No</b>
Please sign here to let us know you have read and understood this information	
<b>Signed:</b>	<b>Date:</b>

Lone working Policy

<https://drive.google.com/drive/u/0/folders/0BzmcgLb0rX3ucm9hNjBlcnljWTA>

Working from home guidance

[https://docs.google.com/document/d/1y1eA6y33i5dZXt9NM7Cs8ss\\_tDIv06HACoPM0omQi6s/edit?ts=5e7b2573](https://docs.google.com/document/d/1y1eA6y33i5dZXt9NM7Cs8ss_tDIv06HACoPM0omQi6s/edit?ts=5e7b2573)

Review Schedule

Date	Reviewed By	Signed
1st June 2020		
1st July 2020		
3rd August 2020		