River & Rowing Museum

Online Safeguarding Policy & Procedures

To be read in conjunction with the Museum's Safeguarding Children and Vulnerable Adults Policy.

The River & Rowing Museum recognises the opportunities and value of online learning and the potential risks and challenges. The Museum has a duty to protect children and vulnerable adults taking part in Museum activities online from potential harm. These activities may include:

- Pre-recorded activities for families and/or schools
- Live sessions for schools on school-managed platforms
- Live session for schools and/or families on Museum-managed platforms
- Live sessions for young people on Museum-managed platforms

Procedures

- No member of RRM staff will organise or initiate any online activities within authorised projects or programmes without express approval of their Line Manager.
- All RRM online activity will be managed by RRM staff.
- RRM staff will ensure they are delivering online activity from an appropriate space with a neutral background where no unauthorised person can access, view or hear their computer/laptop.
- If any behaviour is inappropriate during the live session, RRM staff will end the online session immediately then email school/parents to inform them of the reason for this.
- All direct communication with the school and/or families regarding live sessions will be using RRM email accounts. Staff personal email accounts, text messages or social media will never be used. All communication should be professional and appropriate.

Pre-recorded activities for families and/or schools

- RRM staff will ensure all pre-recorded activities are age-appropriate and use appropriate imagery and references.

Live sessions for schools on school-managed platforms

- The Museum Tutor will be invited to log into the school's secure platform and therefore the school/teacher are responsible for ensure the security of all participants.
- The Museum Tutor will liaise with the school/teacher in advance of the live session to agree the guidelines for how the class and Museum Tutor will interact.

Live sessions for schools and/or families on Museum-managed platforms

- The Museum Tutor will run the session with another member of RRM staff or volunteer.

- The session will be password-protected and access information shared with the class teacher and/or pre-booked ticket holders only.

- The Museum Tutor will liaise with the school/teacher in advance of the live session to agree the guidelines for how the class and Museum Tutor will interact.

- Schools are responsible for obtaining consent from parents/carers for their child to participate in the live session and interact with the Museum Tutor. Parents/carers are responsible for staying with their child for the duration of family sessions.

- For school sessions, the teacher will be the main contact and will manage the class and their interaction with the Museum Tutor on the platform.

- For family sessions, only pre-booked ticket holders will be admitted via a waiting room managed by RRM staff. The session will be locked 5 minutes after the start of the session so no one else can join.

- For family sessions, parents will be request to keep video and microphones off and to change their device name once admitted to the session.

- Only RRM staff will share their screen and the screen sharing function for other participants will be disabled.

- The private chat function will be disabled so the group cannot chat between each other and all communication can be seen.

- The recording function will be disabled and participants made aware that they must not record or take photographs of the live session.

Live sessions for young people on Museum-managed platforms

Before the session
- Parents/carers will give written permission for their children to join the sessions online.
- Parents/carers will be given full details of the sessions online including dates, times and the platform to be used. All sessions will be run by RRM staff.
- RRM will provide an online safety agreement for parents and young people to discuss and sign. The signed copy will be returned to the Head of Public Engagement as DSL.
- Parents/carers will agree to supervise their child during digital live RRM sessions.
- Young people are advised to:
  - Make sure that people you live with know you are on a live RRM session.
  - Please wear appropriate clothing, even on parts of you that you think won't be seen.
  - Please consider the background of the room you will be speaking from to ensure it is appropriate (for example, a bedroom may not be suitable).

During the session
- RRM staff, young people and their parents/carers will be the only people present during RRM sessions online.
- The session will be run using the RRM Zoom account and an RRM laptop. The personal details of the young people and RRM staff will be kept confidential and not shared with any other group member.
- The sessions will be password protected.
- The waiting room feature will be switched on so RRM staff can ensure only authorised participants and their parents/carers join the session.

- Parents/carers will 'drop off' their child to acknowledge they are joining the session. Parents/carers will stay in the immediate vicinity of the child to supervise during the session.
- Once all participants are admitted the session will be locked so no one else can join.
- RRM staff will agree with young people a shared good practice 'netiquette' and expectations for the sessions including:
    - Respecting each other and behaving as they would if the group were together in the Museum
    - Introducing the platform technology to the group, explaining that everyone will have their microphones on mute when they are not speaking. RRM staff will manage the 'raise your hand'/respond features so everyone can share their ideas.
    - Participants must not record or take photos of anything during the live RRM session.

- The private chat function will be disabled so the group cannot chat between each other and all communication can be seen.
- Microphones will be muted and unmuted by RRM staff to manage interaction and sharing.
- Adding virtual backgrounds will be disabled to avoid the use of inappropriate images.
- Only RRM staff will be able to share their screen.
- Parents/carers will be available during the session if the child has any problems or concerns.

At the end of the session
- RRM staff will end session for all users so young people cannot stay in the session without them present.

Reporting concerns

Anything that causes safeguarding concerns (for RRM staff, school pupils, teachers, children and parents) must be reported in line with RRM's Safeguarding procedures.

H. Cook
Head of Learning
April 2021 (To be reviewed every 3 years or earlier if there are major changes in legislation or the organisation.)