**10.0** **Guidelines for the Delivery of Online Coaching and Content to U18s**

10.1 These guidelines have been adapted from NSPCC and CPSU advice and NGB documentation to provide support for the delivery of virtual sessions to U18s.

10.2 **You should adopt the same DSDR safeguarding principles as if you were delivering the session face to face.**

10.3 You must remember that you are working in an official capacity for the University of Bath, you should be aware of the University’s [Social Media Guidance](https://www.bath.ac.uk/corporate-information/social-media-guidance/) and you should adhere to the University’s [Dignity and Respect Policy](https://www.bath.ac.uk/publications/the-dignity-respect-policy-and-procedure/) and always reinforce robust professional boundaries.

*Forms of online communication*

10.4 The use of departmental social media platforms for communications is permitted but do not add, follow, or interact with children on your personal social media accounts.

10.5 You should not give children your personal contact details (such as your personal mobile, personal email or social media details).

10.6 WhatsApp groups are permitted as a form of communication, but they should include the participants’ parent(s)/ guardian(s) to ensure all messaging is transparent.

10.7 Ensure you are not overly familiar with children and never make inappropriate jokes or comments to or around them or send messages which end with kisses (“xx”).

*Livestreaming Platforms*

10.8 Use an appropriate and professional platform, e.g. Zoom\*, MS Teams. Ensure the privacy and confidentiality settings are appropriate. For more information on different websites and platforms see [NetAware](https://www.net-aware.org.uk/).

10.9 Ensure any use of livestreaming systems is in line with privacy and data protection or GDPR requirements, including the use of music within sessions to ensure it does not breach any licencing agreements.

10.10 Familiarise yourself with the platforms’ privacy settings and know how to report any offensive or abusive content.

*Parental/ Carers Consent*

10.11 The following should be in place to ensure you have the appropriate consent for participation in the activity:

* You should obtain parental consent in writing for their child to participate in a livestreaming session and within this consent, agree how any images and recording may be stored and used.
* If your current procedures do not already cover this, you should ask parents/carers to provide you with important information like emergency contact details and any medical conditions or disabilities you should be aware of. This can be captured on the consent form.
* All communication must go through parents/carers directly. Any communication that is to be sent to children must have the parents/carers copied in.
* Explain who you will share information with and when you may not be able to keep information confidential (for example, in the event of a safeguarding concern).
* Parents/carers must be aware of what their children are being asked to do during sessions, including any websites they will be asked to access, and be clear who their child is going to interact with online.
* Do not engage in any 1-2-1 sessions with children, ensure another adult coach is present where possible and if not, the parent/carer must be in the room with the participant.
* Each session must involve the parents/carers being able to supervise their child. This supervision would not necessarily require the parents to be in the same room, as long as they are able to check in on the session.
* Appropriate ground rules for the sessions should be agreed with the parents/carers, which should be a part of the consent form and include:
* the expected behaviour of children and parents/carers during sessions.
* when the session includes physical activity cameras must be on for the entire session to ensure activity is undertaken correctly and safely and if required; first aid can be requested for any injury.
* that private information will not be shared.
* how and when to ask questions during a session.
* when there will be breaks during the session.
* what to do if the session needs to end early due to emergency etc.
* what you will do should a safeguarding issue arise or become known about.

*Online delivery*

10.12 The following should be in place or communicated prior to the start of online delivery:

* At least two DBS checked members of staff or volunteers should be present for live delivery.
* The coach/instructor should be suitably qualified to instruct on the activity.
* The activity is suitable to be undertaken in someone’s home.
* A risk assessment should be completed for the activity, including how an injury will be managed should one occur in the session.
* The session should take place at an appropriate time that has been agreed with the parents/carers.
* Where feasible, ensure that you deliver in a space that is a neutral area where nothing personal or inappropriate can be seen or heard in the background.
* Make sure any other adults or children in your household know when you will be livestreaming to ensure they are aware of the activity and reduce the chance of disruption.
* Participants should also be in a safe and appropriate environment with no inappropriate objects/information available.
* The coach reminds participants to check their surroundings are clear and to keep any pets or distractions away during exercise.
* The coach should specify at the start of any video that this is general guidance and anyone doing the exercise should be aware of their own capabilities and only do what they are comfortable to do or seek medical advice if in any doubt.
* The coach should remind participants, for all physical activity, to ensure their camera remains on throughout the session to ensure exercises are undertaken safely and correctly.
* The coach should remind participants to stay hydrated.
* The coach/instructor should be mindful with regard to the use of copyrighted music/material.
* The coach and all participants must wear appropriate clothing at all times.

*Post Delivery*

10.13 You should keep a record of any livestreaming sessions with children which includes:

* the date, time, and place of the session.
* the reason for the contact.
* a summary of the activity or discussion.
* any issues that came up.

10.14 Ensure that any images used after the session have prior consent and do not allow for the identification of the child, e.g. phone number, email, address, school details etc.

**Safeguarding concerns**

If you have any concerns you should raise these immediately with one of the safeguarding team:

[Greg Sharp](mailto:adsgas@bath.ac.uk)- DSDR Lead Child Protection and Adult Safeguarding officer (01225 386907)

[Juliet Dormer](mailto:jgh21@bath.ac.uk)- DSDR Child Protection and Adult Safeguarding officer (01225 384267)

[Tracey Sharpe](mailto:ts2017@bath.ac.uk)- DSDR Child Protection and Adult Safeguarding officer (01225 383015)

**The University Safeguarding Officer is contactable out of normal working hours via Security Services on 01225 385349**