

## Outreach Team Safeguarding Policy – University of Birmingham

Updated December 2023

### 1 Introduction

The Outreach team supports young people from under-represented groups in learning more about higher education and increasing the numbers progressing to study at the University of Birmingham. This involves running events for students from primary school right through to Year 13. As a consequence, all member of the Outreach team should be aware of their responsibilities with regards to the safeguarding of students and young people. New staff should be given a copy of this policy, in addition to the University document [Safeguarding Children and Young People within the University](#).

Further information relating to safeguarding at the University of Birmingham can be found on the [University intranet](#).

### 2 Conduct of Staff

2.1 Staff should read and sign the Statement of Best Practice/Code of Conduct in Appendix 1 which gives guidelines for appropriate behaviour when working with young people.

2.2 Staff DBS checks are carried out every three years. Staff complete online safeguarding training every two years. A [database of DBS clearances and safeguarding training attendance](#) is kept centrally and updated by line managers. More recently staff have begun using the DBS Update Service and as current DBS checks expire all colleagues will move over to using this system in the coming years.

2.3 Staff are responsible for ensuring good conduct of all student workers at events. See section 4 for further details.

### 3 Disclosures

3.1 Staff should read the information in Appendix 2 to ensure they are familiar with the classifications and indicators of abuse.

A safeguarding issue may come to the notice of a staff member in several ways, including:

- A child may make a direct allegation
- A child may make a comment which seems to suggest abuse
- A child may have physical signs of harm
- A child's behaviour may suggest the possibility of abuse
- Something about an adult's behaviour may suggest that they are not a suitable person to care for children

3.2 Staff should read Appendix 3A-C for advice on reacting to suspicions or disclosures.

3.3 Staff are reminded that they should not try to investigate whether or not a child has been abused; this responsibility lies elsewhere. If the child makes a clear allegation about a specific person, staff should not try to question that person themselves.

3.4 Staff should report their concerns as soon as possible, following the guidelines stated in [Safeguarding Children and Young People within the University](#). In summary this means:

- Completing an Incident Report Form (Appendix 3D)
- Immediately giving a copy of this form to Elizabeth Chandler, Head of Outreach or Claire Churchill, Deputy Head of Outreach, who are the local Designated Safeguarding Leads (DSL) for Outreach. In their absence situations should be escalated to the Director of Student Recruitment and Marketing. Staff should save their original document.

3.5 Concerns must be reported as soon as possible and where a child may be at immediate risk of harm or abuse, the CPO must be notified verbally straight away, and an Incident Report Form (Appendix 3D) completed as soon as reasonably practicable thereafter.

3.6 The CPO will then follow the procedures in Appendix 3A which will include notifying the Senior Child Protection Officer (SCPO), the Director of Legal Services.

3.7 Appendix 3C is a useful university flowchart for reporting procedure which illustrates what should happen once a disclosure is made.

3.8 If the disclosure involves an allegation about a member of staff or student worker, this may need to be referred to the Director of Human Resources or Director of Academic Services. The CPO in consultation with the SCPO will decide on the appropriate action to take in this instance.

3.9 Appendix 4 outlines the procedure to be followed in the event of a critical incident at an Outreach activity.

3.10 Further information on disclosures can be found on the [Birmingham Safeguarding Children Partnership website](#).

#### **4. Student Workers**

4.1 Students work for Outreach in the following roles:

- Ambassadors
- Residential Ambassadors
- Mentors (face to face and e-mentors)
- Workshop facilitators

In addition some students also work on a voluntary basis, e.g. medical students giving support for mock interviews.

4.2 All students who work for Outreach whether in a paid or voluntary capacity should receive some form of safeguarding training which is appropriate to their level of contact with young people.

Appendix 5 contains guidance on training student workers on safeguarding. A template safeguarding presentation is stored in N:\Outreach Office\Safeguarding.

4.3 Students should receive an adapted copy of the Statement of Best Practice / Code of Conduct in Appendix 1. Individual activities will need slightly amended points which are relevant to that particular activity.

4.5 Depending on their level of contact with young people, some student workers will also require Disclosure and Barring Service (DBS) checks to be undertaken. These are facilitated via Worklink team although the Outreach team verifies the ID documents for these checks.

4.6 A spreadsheet of DBS checks for student workers is held by each Programme Lead and the DBS checks also last for 3 years.

## **5. Residential Activities with young people**

5. Detailed guidelines for residential activity are in Appendix 6.

## **6. Online Safety and Social Media**

6.1 The Outreach does regularly facilitate and run online sessions and events such as webinars, meetings, Q&A sessions amongst other activities. All online activities are informed and supported by the Outreach Online Safeguarding Policy which can be seen in Appendix 7.

6.2 All e-mentoring activity within Outreach is carried out through Brightside, a secure e-mentoring platform provided by the Brightside Trust. Communication is monitored by Brightside and the Outreach Office.

6.2 Social media platforms are not used in the running of Outreach programmes. Staff are asked not to add any participants on Outreach programmes as contacts/friends on social media platforms and to decline requests received from participants.

6.3 The principles of safeguarding on social media platforms should be included when training all student workers supporting outreach programme. Ambassadors/mentors need to be made aware that they should not be connecting or communicating with participants outside of the official events and mentoring platform.

6.4 Where Outreach programmes require participants to attend online sessions, an online guidance form should be shared with students in advance to make clear our expectations. An example can be seen in Appendix 8.

## **7. Health & Safety**

7. Any accident on University premises involving a child must be reported to the University's Health and Safety Unit as soon as possible. The form to be used is copied in Appendix 9 and is available on the [University's Health and Safety website](#).

## **8. Risk Assessments**

8.1 A copy of the standard risk assessments for use by the Outreach team when delivering campus visits and outreach activities are in Appendix 10. This should be modified where appropriate by each programme lead and share where requested.

8.2 The risks identified in the event or programme risk assessment should be used as the basis of briefings for ambassadors and staff members at the start of every event. Where appropriate, visitors should be informed of expectations relating to behaviour and health and safety at the start of events.

## **9. Emergencies on campus**

9.1 All staff running events will be required to familiarise themselves with the building's safe evacuation procedures and to follow University guidance should an emergency situation arise.

9.2 Staff are asked to download the [Safezone app](#) (available from all App stores) and register themselves as staff members. This is the key communications tool for emergency staff messaging.

Claire Churchill  
Deputy Head of Outreach  
Updated December 2023



## **Appendix 1 – Statement of Best Practice / Code of Conduct**

### **Introduction**

This document is intended to support all staff in their responsibilities towards the safeguarding of young people during Outreach activities. All staff should read the following information carefully and sign to confirm their understanding of the information and their agreement to work within our child safeguarding procedures.

The University expects all of its staff, students and contractors whilst carrying out their duties on behalf of the university to act in an exemplary manner towards children with whom they come into contact, and to ensure that their behaviour does not give rise, whether rightly or wrongly, to questions about their integrity or to allegations of abuse.

University staff, students and contractors are referred to as “University representatives” throughout this Code. “Child” and “children” mean any young person under the age of 18.

### **University representatives should:**

- Inform the department of any relevant convictions which occur subsequent to completing a DBS check or self-declaration form;
- Treat everyone with fairness, equality and respect, and not show favouritism to particular children;
- Be sensitive to children’s appearance, race, culture, religious belief, sexuality, gender or disability;
- Act as a good role model and challenge any unacceptable behaviour from children or from other University representatives;
- Report all allegations or suspicions of abuse using the University’s Child Protection Procedures in its Safeguarding Children Policy;
- Where reasonably possible, avoid situations where they are alone with a child or group of children – try to remain in open areas which are visible to other members of staff or students;
- Not provide their personal contact details to children;
- Not have any contact with children known to themselves via Outreach activities through social networking sites;
- Not be physically demonstrative with other adults while participating in activities for children (e.g. holding hands, kissing etc), even if you are in an existing relationship;
- Not have physical contact with a child unless it is reasonably necessary to do so for health or safety reasons and with consent of the child;
- Not use or be under the influence of alcohol or drugs while responsible for children;
- Not smoke in the vicinity of children;
- Not take photographs or other images of a child without the consent of the child’s parent / guardian, and never take photographs on personal equipment;
- Avoid inappropriate familiarity (verbal or physical), or making sexually suggestive comments, even in jest;
- Use appropriate language and not make derogatory comments;
- Respect a child’s right to privacy, and in residential accommodation, must not enter a child’s bedroom except in the case of an emergency.

**I confirm that I have undergone safeguarding training and understand my responsibilities:**

Signed Date

Name

## Appendix 2 - General principles of safeguarding and classifications of abuse

General guidance on safeguarding children are found in the government paper '[Working together to safeguard children](#)', published in 2018. Safeguarding is not just about protecting people from deliberate harm. As well as being at risk from individuals they live with, child safeguarding also needs to address issues such as: health and safety; bullying; racist abuse; harassment and discrimination; use of physical intervention; meeting the needs of those with medical conditions; providing first aid; drug and substance misuse; educational visits; intimate care; internet safety; grooming and sexual exploitation, and issues which may be specific to a local area or population, for example, gang activity and organised crime, radicalisation and site security.

Ultimately, effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of our most vulnerable children. Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

### Forms and Classifications of Child Abuse

Four main forms of abuse are:

- **Neglect:** Includes things like providing inappropriate clothing, food, inappropriate attention, lack of supervision, lack of safety or exposure to undue cold or unnecessary risk of injury.
- **Physical Abuse:** Physically hurting a child in any way, giving children alcohol, giving medication without permission, intensity of training beyond the capacity of the individual.
- **Sexual Abuse:** Any aspect of sexual abuse, whether physical or verbal, inappropriate physical contact.
- **Emotional Abuse:** Shouting, threatening or taunting children, constant criticism, bullying or unrealistic pressure to perform.

**Neglect:** Is the persistent or severe neglect of a child, or failure to protect a child from exposure to any kind of danger or extreme failure to carry out important aspects of care resulting in significant impairment of the child's health or development including non-organic failure to thrive.

<b>Indicators of neglect can be physical symptoms such as:</b> <ul style="list-style-type: none"><li>• Constant Hunger</li><li>• Poor personal hygiene - dirty/smelly</li><li>• Poor state of clothing</li><li>• Emaciation / weight loss</li><li>• Untreated medical problems</li></ul>	<b>AND / OR</b>	<b>Emotional/behavioural symptoms such as:</b> <ul style="list-style-type: none"><li>• Constant tiredness</li><li>• Late/poor school attendance</li><li>• Not-attending medical appointments/ treatment</li><li>• Few friends</li><li>• Destructive tendencies</li><li>• Low self-esteem</li><li>• Neurotic behaviour</li><li>• Chronic running away</li><li>• Compulsive stealing</li><li>• Scavenging for food or clothes</li><li>• Being left alone or with unsuitable carers</li></ul>
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**Physical Abuse:** Is when a child is physically hurt. It can involve hitting, shaking, squeezing, burning and biting. It includes giving a child poisonous substances, inappropriate drugs and alcohol. It can also occur when a parent/carer knowingly fails to protect a child from physical injury or suffering.

<b>Indicators of physical abuse can be physical symptoms such as:</b> <ul style="list-style-type: none"> <li>• Bruising</li> <li>• Cigarette burns</li> <li>• Bite marks</li> <li>• Scalds</li> </ul>	<b>AND / OR</b>	<b>Emotional/behavioural symptoms such as:</b> <ul style="list-style-type: none"> <li>• Aggression</li> <li>• Absence</li> <li>• Flinching</li> <li>• Withdrawn/watchful</li> <li>• Depression</li> <li>• Fear of other individuals</li> </ul>
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**Sexual Abuse:** Is actual or likely sexual exploitation of a child or adolescent. The child may be dependent or emotionally immature or otherwise unable to truly comprehend what is happening or give informed consent. It may include indecent exposure, fondling, masturbation, oral sex, sexual intercourse or exposure to pornographic materials, irrespective of the media platform.

<b>Indicators of sexual abuse can be physical symptoms such as:</b> <ul style="list-style-type: none"> <li>• Pain/bruising in genital areas</li> <li>• Sexually transmitted illnesses</li> <li>• Discomfort</li> <li>• Pregnancy</li> </ul>	<b>AND / OR</b>	<b>Emotional/behavioural symptoms such as:</b> <ul style="list-style-type: none"> <li>• Aggression</li> <li>• Absconding</li> <li>• Nightmares or bedwetting</li> <li>• Inappropriate sexual knowledge</li> <li>• Self-harm</li> </ul>
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**Emotional Abuse:** is the actual or likely adverse effect on the child’s emotional and behavioural development caused by persistent or severe emotional ill treatment or rejection. This can be a consistent lack of love or affection or continual taunting, verbal attacks and shouting.

<b>Indicators of emotional abuse can be physical symptoms such as:</b> <ul style="list-style-type: none"> <li>• Failure (including non-organic) to thrive.</li> <li>• Speech disorders</li> <li>• Developmental delay</li> </ul>	<b>AND / OR</b>	<b>Emotional/behavioural symptoms such as:</b> <ul style="list-style-type: none"> <li>• Neurotic behaviour</li> <li>• Self-harm</li> <li>• Poor play skills</li> <li>• Fear of making mistakes</li> <li>• Fear of other individuals</li> </ul>
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**Bullying**

A bullied student may be facing threatening behaviour, physical violence, insults or isolation from their peers and this may be taking place inside or outside of the school environment. Cyber bullying is also an increasing problem, where threatening behaviour towards a young person is facilitated by mobile phones, social networks or online forums. Due to the nature of technology, a child facing online bullies can be under additional duress as unlike face-to-face situations, they are unable to ‘hide’ from their abusers. It can happen 24 hours a day, seven days a week. Equally, they may be facing abuse from anonymous individuals or even whole groups of people that they have never met.

**Grooming**

Sexual misconduct can also include grooming behaviour. Grooming behaviour is a process whereby sexual offenders condition and build rapport with children or young people in order to reduce their resistance to, and increase compliance with sexual abuse. The grooming process can include:



- Misleading students by pretending to them that they are special
- Spending an inordinate amount of time with students
- Giving gifts & favours
- Preferential treatment

More information on child safeguarding can be found online on [the NSPCC website](#).

**Appendix 3 – Reporting safeguarding concerns** (taken from [Safeguarding Children and Young People within the University - 2022](#))

**Appendix 3A – Procedure for reporting concerns**

1. (a) The University expects all staff, students and contractors to be alert to any concerns about the welfare of children and to report any such concerns they may have, however apparently trivial, to a local Child Protection Officer. Staff, students, and contractors are also expected to co-operate fully with any police or social care enquiries that may arise into an allegation of abuse. While individual members of the University have the right to report incidents direct to the local authority's Children's Services, where possible they should consult first with the SCPO or a CPO.
2. Student Services, through the Wellbeing & Partnerships Team, also coordinates and responds to reports of vulnerable students via multiple internal routes, including: safeguarding incident reports, reports from University Safety & Security Services, reports from Accommodation Services and via wellbeing teams in academic schools and colleges through an established escalation procedure. The team might also receive and respond to direct reports from staff referencing our Recognise and Refer guidance and via our online reporting tool: You Report, we Support. The team has well established links and protocols for referrals from our partner services, including UB HEARD and PAUSE, as well as direct links with external agencies as required. The team provide an extensive wellbeing check and follow-up provision, with referrals to further support as needed. In such circumstances as may be deemed necessary, the extent of support required may be considered under the University Code of Practice on Health, Wellbeing and Fitness to Study.  
  
(b) If the person who first becomes aware of the concern feels it inappropriate to involve a CPO or SCPO, or disagrees with the CPO or SCPO's view that the matter need not be reported, they should notify the police or the local authority themselves.
3. The person reporting a concern should make a full note of the facts that gave rise to their concern as soon as is practicable, by completing an Incident Report Form (Appendix 3D) and should immediately give a copy of this Form to the local CPO, who will in turn provide a copy to the SCPO.
4. Concerns must be reported as soon as possible and where a child may be at immediate risk of harm or abuse, a CPO must be notified verbally straight away, and an Incident Report Form completed as soon as reasonably practicable thereafter.
5. (a) It is the responsibility of the CPO notified of a concern to consider the seriousness of the risk or concern and if they deem it appropriate to contact the local authority, police or other appropriate statutory or voluntary agencies in accordance with the specific guidance and training they have received.  
  
(b) Whether or not notification to the local authority's Children's Services is deemed necessary, the CPO shall in any event also notify the SCPO of any other action taken or proposed to be taken arising out of the incident (for example the provision of specific training).
6. The CPO will be responsible for ensuring the child is in a safe environment until the appropriate local agencies have become involved. Where appropriate the CPO will reassure the child concerned of the process underway, and if appropriate to ascertain any relevant factual information. However, the CPO should only ask questions of the child that are necessary to clarify whether the child is alleging that abuse has taken place.

7. (a) If the incident or information involves an allegation against a member of staff, the CPO will notify the Director of Human Resources;

(b) If the incident or information involves an allegation against a student, the CPO will notify the Academic Registrar.

(c) In either case, the student or member of staff concerned will be offered the opportunity to receive appropriate advice or support.

(d) In either case it may be appropriate to suspend the staff member or student from activities that include contact with children until enquiries are complete.

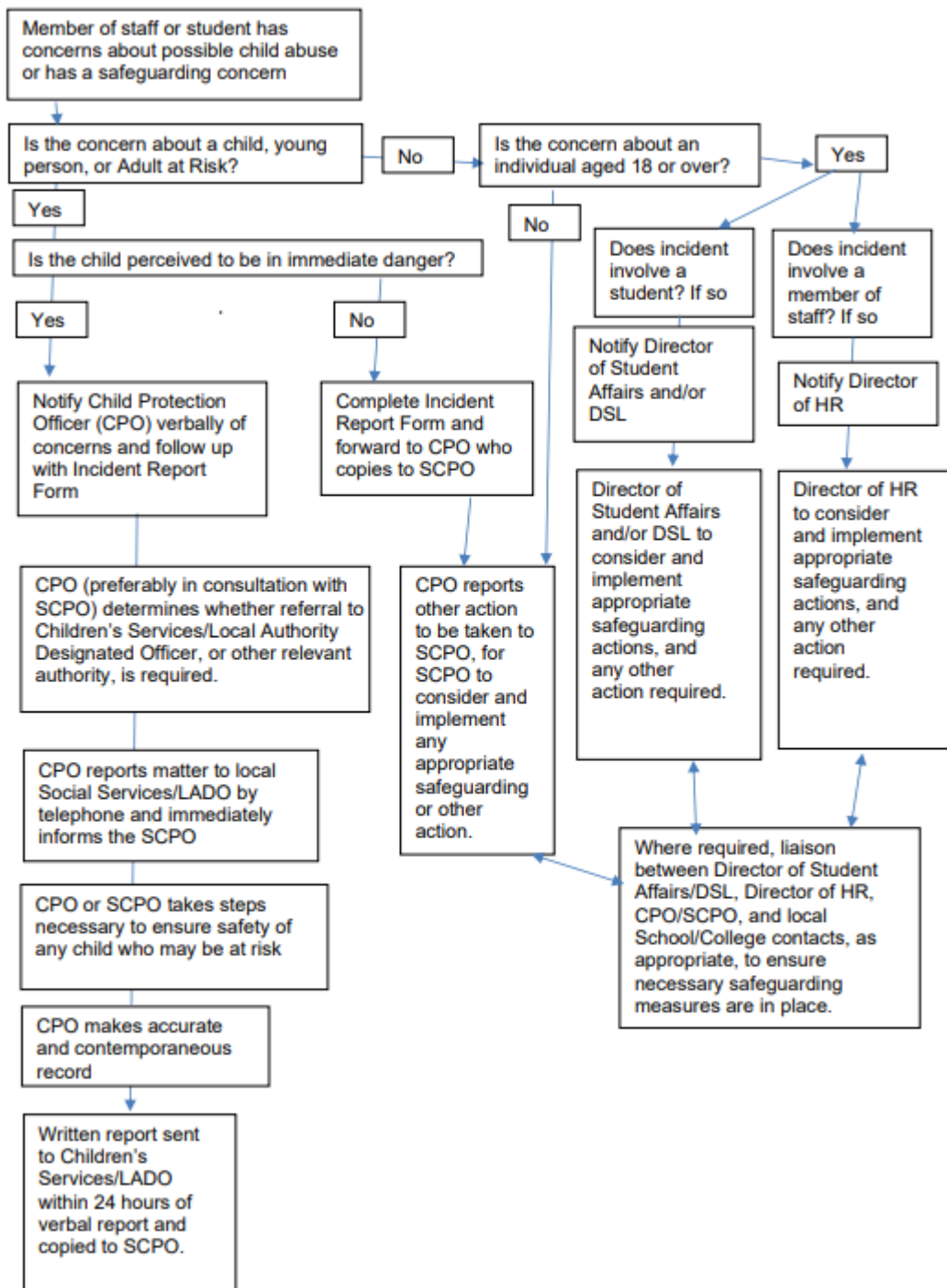
(e) Where the incident or information reported involves a safeguarding concern and the subject of concern is a student, (including an apprentice) who is over 18 and not an Adult at Risk, the Academic Registrar, supported by the DSL as appropriate, will oversee support for that individual through support provided by Student Services.

**Appendix 3B - Advice on reacting to suspicions or disclosures**

<b>What to do</b>	<b>What not to do</b>
<p>Stay calm</p> <p>Listen, hear and take seriously</p> <p>Give time to allow the child to say what they want</p> <p>Reassure and explain that they have done the right thing in disclosing</p> <p>Act immediately in accordance with the procedure in this policy</p> <p>Make a written record of what was said as soon and as accurately as possible</p> <p>Report to the lead member of staff and/or the Child Protection Officer</p> <p>Record your report.</p>	<p>Don't panic or over-react.</p> <p>It is unlikely that the child is in immediate danger</p> <p>Don't probe for more information. Inappropriate questioning may affect how the child's disclosure is received at a later date.</p> <p>Don't make assumptions, don't paraphrase or offer alternative explanations.</p> <p>Don't promise confidentiality or to keep secrets or that everything will be OK (it may not be)</p> <p>Don't try to deal with the matter yourself</p> <p>Don't make negative comments about any alleged abuser</p> <p>Don't "gossip" with colleagues about what has been said to you</p> <p>Don't make a child repeat a story unnecessarily.</p>

**Appendix 3C – Flowchart for Reporting Concerns**

**C. Flowchart for reporting procedure**



**Appendix 3D – Incident Report Form**

DETAILS OF INCIDENT

Date of incident:

Time of incident:

Where the incident occurred:

Briefly describe the circumstances of the incident (including names of parties involved):

DETAILS OF CHILD / INJURED PARTY (IF APPLICABLE)

Full name:

Address:

Home telephone number:

Mobile telephone number:

Sex:

Date of birth:

Nature of injury:

Comments or explanation given by child:

Name and contact details of any witnesses:

Initial action taken:

DETAILS OF PERSON COMPLETING REPORT

Name & contact details:

Signature: .....

Date: .....

## **Appendix 4 – Critical Incident Protocol for Outreach Activity**

### **1.0 Context**

The Outreach Department engages in substantial activity with young people under the age of 18, and often under the age of 16 in its work. In particular this can involve the provision of residential experiences for groups of young people with parental and school consent.

As part of our work with schools, colleges and other Aimhigher partners we need to ensure, and reassure, we have in place clear processes for managing a critical incident which may include communication with different stakeholders than those listed in the Corporate Relations Local Resilience Plan, for example the Local Children Safeguarding Board, parents, schools and the Aimhigher team.

Critical incidents in this context could involve:

- Serious injury of a student
- Drowning, death on a sports field
- Drugs overdose
- Murder of a student – by another student or stranger.

### **2.0 Current University Policy Documents**

The Outreach Department follows the processes and procedures set out by the University in its safeguarding policy document.

Should an incident occur during an Outreach activity, the basic principles of the latest External Relation Local Contingency Plan will be followed, along with the Senior Emergency Response Framework (SERF). Given that the incident may well be an on-campus incident involving a young person the procedures for initial response will be also relevant, but the Corporate Relations Local Area Management Group will coordinate the response.

### **3.0 Adaptations to Local Resilience Plan**

Given the specific nature of the client group in this case (under 18s) the Local Area Management Group (LAMG) will consist of:

- Deputy Director of External Relations
- Director of Recruitment
- Head of Outreach
- Director of Legal Services as Chief Child Protection Officer
- Director of Communications and Reputation

## **Local Area Management Group for Critical Incident related to Outreach Activity**

### **Roles and Responsibilities**

#### **The Convenor: Deputy Director of External Relations**

- Maintaining overall executive control
- All actions of LAMG whilst responding to an incident
- Returning local management operations to normal
- Informing senior management

#### **Director of UK Recruitment**

- Deputising for Convenor – Director of External Relations

#### **Head of Outreach**

- Providing expert knowledge on the Outreach activity and advice on interaction with under 18 client group and other specific stakeholders
- Access to parents, school and participants data

#### **University Chief Child Protection Officer (Director of Legal Services)**

- Providing expert advice on the child protection aspects of the incident
- Liaison with Local Authority Safeguarding Children's Board

#### **Director of Communications and Reputation**

- Devising and disseminating communications to CR staff
- Providing access to web services for web based communications
- Devising and preparing for dissemination communications to internal communities affected by incident
- Devising and preparing for dissemination communications to external bodies
- Advising on impact of incident to marketing and communications staff



### Critical Incident Procedure Contact Details

Name	Role	Contact
Dr Alaric Rae	CONVENOR – Deputy Director of External Relations	07795971693
Carla Amos	Director of Marketing and Recruitment	07901672044
Elizabeth Chandler	Head of Outreach	07751617076
<p><b>Nicola Cardenas Blanco</b></p> <p>Deputy Edward Butler</p>	<p><b>Chief Child Protection Officer for the University</b></p>	<p>07816 36 35 88</p> <p>07564 33 17 16 (personal)</p> <p>07896 904949</p>
Student Services on Call Representative	<p><b>We contact security who then make contact with the duty officer for out of hours</b></p>	<p><b>Emergencies) Tel : +44 (0)121 414 4444</b></p> <p><b>Email: <a href="mailto:securityservices@contacts.bham.ac.uk">securityservices@contacts.bham.ac.uk</a></b></p>
Paula Mitchell	Director of Communications and Reputation	07966 311427
Kathryn Hobbs	Deputy Director Of Communications	07968967837
Out of hours press team	<p><a href="mailto:pressoffice@contacts.bham.ac.uk">pressoffice@contacts.bham.ac.uk</a></p>	07789921165

## **Appendix 5 – Guidelines for training student workers in child protection**

Template slides for safeguarding training are in N:\Outreach Office\Safeguarding. These can be adapted according to the activity, but include the basic points that should be covered.

### **Ambassadors, PG workshop presenters**

The above students normally work with young people in small groups, for instance on campus tours, delivering workshops or giving student life talks. They are unlikely to see the same young person on more than one occasion. Their training should cover the following points:

- That there are two elements to child protection – reporting concerns and their own behaviour / conduct
- Brief information about what to do if a disclosure is made to them or they are concerned about a young person (stressing that a disclosure is unlikely), including who to report their concerns to (normally the Officer responsible for the activity)
- Expectations around their own behaviour / conduct

### **Residential Ambassadors, Mentors**

These students are involved in intense contact with young people, sometimes one to one and over a number of weeks. Residential Ambassadors stay in accommodation with young people. As well as programme specific training all students who will be working intensively with young people will need to complete the online safeguarding training provided by the [Child Protection Company](#). Their training should cover the following points:

- That there are two elements to child protection – reporting concerns and their own behaviour/conduct
- Description of the different classifications of abuse and indicators of these
- Baselines/body language
- What to do if a disclosure is made to them or they are concerned about a young person including how to take notes and who to report their concerns to (either the officer responsible for the activity or the school co-ordinator for mentors)
- Expectations around their own behaviour / conduct
- Specific information related to language/communication via online mentoring
- Specific information related to supporting students on residential activity overnight

## **Appendix 6 – Safeguarding Young People at Outreach Residential Activity**

### **1. Introduction**

This document summarises the relevant documents and procedures to be followed to ensure a safe and supportive environment for young people attending the University of Birmingham Outreach Residential Activities.

### **2. Staffing and Staff Responsibilities**

**2.1** All Outreach staff and others supporting overnight activity have an enhanced DBS check and this is renewed every 3 years. A record of DBS disclosure numbers and issue dates is stored centrally and updated by line managers. In addition, all student ambassadors supporting this activity also have an enhanced DBS check. They also receive safeguarding training before the event.

**2.2** The Programme Lead for each residential is the first point of contact for any safeguarding incident which may occur during the residential, and they will then immediately contact the Deputy Head/Head of Outreach, as Designated Safeguarding Leads for the Outreach team. The DSL will then assess whether a critical incident has taken place and whether the Critical Incident Protocol (*see Appendix 4*) will need to be enacted and the Local Area Management Group convened. The Programme Lead for each residential will have the contact details for all students on the residential and will contact parents/carers for low level issues such as homesickness / minor illness should they occur during the residential.

**2.3** For student ambassadors supporting residential activity their first line of contact is the Programme Lead for each residential. The Programme Lead for each residential will refer any critical incident to the Deputy Head/Head of Outreach, and in their absence to the Director of Student Recruitment and Marketing. All University of Birmingham contact details are contained in the Critical Incident Protocol.

## **Safeguarding**

### **3. Young People**

**3.1** The Outreach Department follows the processes and procedures outlined in the University of Birmingham Safeguarding Children and Young People Policy (*see Appendix 3*).

**3.2** All activities are appropriately risk assessed and individual risk assessments are written and been checked with the University Health and Safety Unit to ensure they are fit for purpose. Specific off-site activities such as the water sports activities will have their own assessment done by the provider and a copy provided to us and kept on file.

- 3.3 A full set of contact details is also kept for the carers of the young people attending the event in accordance with GDPR Guidelines. Any incident is recorded using the Incident Report Form, in the University Safeguarding Policy.
- 3.4 Strict guidelines are in place regarding the sharing of personal mobile numbers and contact details between young people and Ambassadors/staff members during the event. Ambassadors are reminded of this during training.
- 3.5 It will be the duty and decision of the Local Area Management Group at the University of Birmingham including the Head of Outreach (as set out in the Critical Incident Protocol), working with the operational staff on the ground, to authorise the external contact of the local authority, families, other agencies and the media etc should a critical incident occur. The University of Birmingham's Corporate Relations Local Resilience Plan will be enacted at this point.
- 3.6 At the end of each residential, each programme lead will be responsible for checking that their students are leaving in the mode of transport they originally indicated. If anything has changed and they are no longer using the original mode of transport, the programme lead will record the new plan for information purposes.

## **Appendix 7 – Outreach Online Safeguarding Policy – updated January 2024**

The University of Birmingham is committed to ensuring that a safe and supportive environment exists for all staff, students and visitors to the University. This document has been designed to provide the Outreach team with procedures and guidelines to ensure that they adhere to the University's policy on the Safeguarding of Children and Young People and also the Outreach Safeguarding Policy. All Outreach staff should be aware of their responsibilities with regards to safeguarding and are asked to familiarise themselves with the following two documents:

- [Outreach Safeguarding Policy](#)
- [Safeguarding Children and Young People within the University](#)

This policy has been written with specific reference to online activities and has been designed to supplement the above two documents. Online activities include, but are not limited to, online platforms, instant messaging/chat, live videos/webinars and e-mentoring. This document is relevant to any staff involved in the delivery and supervision of online activities for recruitment and outreach purposes as well as those involved in contributing to events such as student ambassadors.

### **Risk Assessment**

A risk assessment needs to be written for each project or programme's online events and activities. This should be approved by the Head of Outreach/Deputy Head of Outreach and shared with all members of staff involved with the activity.

### **Online Platforms**

Any online activity should take place on platforms that are appropriate to the participants' age and that are approved and supported by the University. These platforms will need to have the following features:

- Access to the platform or individual event is enabled only for the intended participants
- Personal information (including contact details and email addresses) is only accessible to those with the right permissions and is not publicly viewable
- Staff are able to control participants' video and audio functions
- Staff are able to remove or reject people from the platform if necessary

Staff must also ensure that they comply with any safeguarding policies belonging to the platform.

### **DBS**

All Outreach staff responsible for delivery of online events should have an enhanced DBS check. Staff DBS checks are carried out every three years. A database of DBS clearances and safeguarding training attendance is kept by the Outreach Team. For staff outside of Outreach, DBS eligibility and requirement should be considered on a case by case basis. Official eligibility guidance states that in order to carry out a DBS check on someone working with young people in an online space they must meet the following criteria:

*Individuals who monitor the content of internet-based services aimed wholly or mainly for use by children on more than 3 days in a 30 day period. They must also:*

- *be able to access and remove content or prevent it from being published*
- *control who uses the service*
- *have contact with the children using the service*

### **Online Activity and Events**

#### Prior to running an event or live session you should:

- Familiarise yourself with the University's safeguarding policies and documents
- Familiarise yourself with the privacy settings and how to report offensive or abusive behaviour
- Ensure that you have the contact details of your Designated Safeguarding Officer
- Ensure that you have enough staff to support the event. At least two members of staff should be present to supervise activity. It is recommended that at least one of these have a DBS check. It is recommended that one member of staff presents whilst the other acts as a facilitator to host the meetings and monitor messages on the platform.
- If you are using an external contributor ensure that you have received an appropriate risk assessment.
- Make sure you are using an institutional account (not a personal account)
- Ensure that all staff supervising the activity are familiar with the platform and understand how participants will be using it.
- If you are planning to publish a recording of the event you should ensure that you have a signed media consent form for anyone identifiable in the recording.
- Sessions should be well planned to avoid deviating from the topics stated
- Define a clear time and space for the event to take place. (e.g. participants should only be able to contact the speakers/contributors and vice versa during the webinar on the agreed platform)
- If you are running an event that requires participants to use their microphone or camera, involves under-16s participants, or is part of any of the University's sustained outreach programmes (i.e. Pathways to Birmingham, Forward Thinking etc) a Code of Conduct must be signed by the participants ahead of the event.

#### You should also ensure that the participants:

- Do not respond to contact requests from people they do not know
- Understand who they should contact if they hear anything upsetting or inappropriate.
- Understand the benefits and risks of online sessions and are clear of the purpose for this particular activity

#### During the event:

- Ensure that the session is taking place in a neutral area where nothing personal can be seen and there is nothing inappropriate in the background
- Ensure that appropriate precautions are taken to ensure privacy and confidentiality. If working from home do all that is reasonably possible to ensure that family members cannot view participants or overhear conversation.
- If not automatically implemented, all attendees should be asked to have their microphone and video off at the start of the session and a session introduction will set out how the session will run
- The event facilitator should remind participants how to keep themselves safe and outline the ground rules.
- Students should also be reminded to not take photographs of the screen or share any images of the online session.
- If staff share their screens at any point they must ensure that there is nothing inappropriate on the screens/internet pages/browser history and that all pop-ups or notifications of income emails etc are disabled during any activity where your screen is or may be visible to participants
- If a participant raises a safeguarding concern, or if a member of staff is concerned about a participant, the procedures outlined in the SRO safeguarding policy should be followed.

- Supervising staff should monitor interactions (verbal and live chats) to check it is appropriate and relevant and deal with any incidents immediately should they arise.
- Difficult, challenging or inappropriate behaviour and comments should be dealt with immediately. This may involve muting or removing a participant from the event.
- Staff should not be in a private video call 1-2-1 with a participant. If this happens by accident (someone else loses signal etc) they should immediately come out of the breakout room and end the session.

### **Online Mentoring/Tutoring**

This section refers to longer term online engagement with young people in a mentoring /tutoring context.

- All e-mentoring activity within SRO should be carried out through Brightside, a secure e-mentoring platform provided by the Brightside Trust. Communication is monitored by Brightside and the Outreach Office
- Please see the Outreach Safeguarding Policy 2023 for further details on this

### **Social Media Platforms**

This section refers to the use of any social media platform. This includes platforms such as Facebook, Instagram, X and TikTok, as well as other current platforms and those that may come into existence in the coming years.

- Social media platforms are not used in the running of Outreach programmes. Please see the Outreach Safeguarding Policy 2023 for further details on this
- Please see the Outreach Safeguarding Policy 2023 for further details on this

## University of Birmingham Online Outreach Guidance

We are looking forward to working with you online so that you can find out more about the University of Birmingham and can meet some of our staff and students. To ensure everyone has an enjoyable and safe experience we ask you to read the guidance below carefully. It outlines our expectations during online activity and how the university will act to keep you safe. It is important that all staff and students adhere to appropriate behaviour and during all online sessions.

1. You must register for online outreach activities with your email address (please use an official school email address where possible).

*The university will only contact you via official University of Birmingham accounts such as email addresses ending in bham.ac.uk and licensed versions of software such as Zoom. The university will seek parental consent for pre-16 Outreach activities and school coordinators will be kept informed of all sessions.*

2. You must not share any web links to online sessions with anyone except your parents/guardians or teachers.

*The university will enable an online waiting room for online sessions and only participants who have pre-registered will be admitted.*

3. We would like our online outreach activities to be as interactive as possible but please remember that during an online session you may be visible to other people that you don't know so it is important that you behave and communicate appropriately.
  - a. If possible, please log into the sessions from a distraction free, quiet environment.
  - b. Be polite and respectful in all your verbal and written communication. Any comments you make will be seen by others, and you may not be able to delete.
  - c. Do not communicate privately with other people during the session.
  - d. If you would like to use the chat function, remember that it is public (everyone can see it).
  - e. Only share your first name.
  - f. Please dress appropriately as if you were attending the University in person.
  - g. You should not take photographs of the screen or share any images of the online sessions.
  - h. Mute your microphone when you are not speaking.
  - i. Do not share your video unless you are comfortable doing so.
  - j. Do not use your mobile phone during sessions, unless an emergency.
  - k. If you would like to speak or ask a question, please use the raise hand function then unmute yourself to speak.
  - l. Follow the instructions of the event leader for how to interact safely.

*University staff running online outreach activities will be DBS checked. The university will set up the video conferencing software so that audio, and screen sharing are disabled by default for all participants other than the host. Private chat functions between participants will also be disabled. Participants who behave inappropriately in the online session will be muted or removed. There will always be more than one member of university staff present in the session to allow us to monitor what is going on and take appropriate action.*

These guidelines have been produced with reference to online safety advice from the NSPCC which can be found here: <https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-online-safety#heading-top>



**Appendix 9 – Health & Safety reporting form**

This form and the associated guidance are found in the [Health and Safety Policy](#).

**ACCIDENT/INCIDENT REPORT FORM**

*Send one copy to the Director of the Health & Safety Unit  
Send one copy to the Insurance Officer, Finance Office  
Retain one copy in the College/Corporate Service/Department*

		<b>College/School/Department etc. reporting accident/incident</b>	
<b>Location where the accident/incident occurred</b>		<b>Date</b>	
		<b>Time</b>	
Description of Accident/Incident			
Investigation and action/measures taken to prevent a recurrence		Investigation complete? Y/N  If no, indicate when investigation should be completed	
<b>In the event of an injury</b>			
Name of person involved	Status: staff/ug/pg/contractor/ visitor/other (state):	Staff/Student number	
College/School/Department they work in	Job	Telephone number	
Time loss	Back to work/study? Y/N If no, indicated expected time off	Time loss others	
Nature of injury	Immediate treatment: First aid/hospital/ own GP/home/none other (state):	Further treatment: First aid/hospital/ own GP/home/none other (state):	
Names of witnesses		Telephone number	
Form completed by	Position	Telephone number	
Signed	Head of College/School/ Manager/ Supervisor H&S Co-ordinator other (state):	Telephone number	
Print name			
<i>For Health &amp; Safety Unit use only</i>	Accident No	Classification	RIDDOR number

### **Notes on the completion of the Accident/Incident form**

As much of the form should be completed as soon as possible after the event and copies sent to the Director of the University's Health and Safety Unit and to the University's Insurance Office. Additionally one should be kept in the respective College/Corporate Service for reference.

If all the information is not immediately available (e.g. the investigation is still ongoing) it may be necessary to re submit a completed form at a later date.

The form should be signed off by a person in a senior management position. However in order not to slow down the reporting procedure a supervisor, health and safety co-ordinator or other person in a responsible position can sign off the form.

### **The following should be reported:**

- All accidents resulting in personal injury or time loss
- Incidents whether damage occurs or not
- Near misses where injury or damage could have occurred
- Ill health that may be due to, or made worse by, the University's activities

### **Location where the accident/incident occurred**

The location should be given as accurately as possible. This is particularly important in the case of falls. Room numbers should be given if appropriate. A sketch can be attached.

### **Description of Accident/Incident**

A full description of the events causing the accident/incident should be given.

### **Action/measures taken to prevent a recurrence**

In most cases some action will be appropriate, e.g. a request for rectification of an unsafe condition, alteration of a procedure, reminding people of safety requirements, undertaking further investigations etc.

### **Time loss**

In even the most trivial accident or incident there will be some time loss, both to the injured person and others who become involved. The following should be indicated:

- the time loss (to date) of the injured person;
- any other time loss associated with the accident or incident, e.g. taking the person to hospital, administering first aid, clearing up debris, making safe, investigating, report writing etc.

### **Correspondence regarding an accident/incident**

If you receive correspondence regarding an accident/incident, this should be forwarded immediately to the Insurance Office in the University's Finance Department and a simple acknowledgement sent: *'Thank you for your letter/email of [     ]. I confirm that this has been passed to the University's Insurance Office for attention. Please send any future correspondence regarding this matter to the Insurance Office, Finance Department, University of Birmingham, Edgbaston, Birmingham, B15 2TT.'*

**Appendix 10 – GENERAL HEALTH AND SAFETY RISK ASSESSMENT FORM**

Site: Edgbaston Campus

Department: Outreach

Activity: School visit to campus

Risk Assessor: Alice Smyj – Senior Outreach Officer Date of Assessment: December 2023 Date of Assessment Review: December 2024

Managers Name: Elizabeth Chandler – Head of Outreach Managers Signature: E.Chandler

E - Employee / S – Student Ambassador / V – Visitor / C – Contractor

Hazards Identified	Persons at Risk (Numbers)				Control measures already in place	Grading of Risk with control measures in place (Severity x Likelihood)	Are these adequate YES / NO	What further action is necessary to control the risk?	Grading of Risk after further action (Severity x Likelihood)	To be completed by (date)	Responsible Person
	E	S	V	C							
<b><u>Fire or Other Evacuation</u></b>	1	1	1		<ul style="list-style-type: none"> <li>Covered by University Fire procedures.</li> <li>Staff and Student Ambassadors are briefed on fire evacuation and safety procedures in training and pre-event briefing. Student Ambassadors are also advised to download the SafeZone app (mass notification and response app) in the event of a University-wide incident or alert.</li> <li>Students are always supervised, and Student Ambassadors are instructed to take note of evacuation and assembly points for each building used.</li> <li>Student Ambassador and Outreach staff are responsible evacuating buildings as soon as possible and working with school staff to check names against the group register following evacuation of building.</li> </ul>	2	Yes	Not applicable	2		University of Birmingham staff
<b><u>Student behaviour and conduct</u></b>	1	1	1		<ul style="list-style-type: none"> <li>All pupils should be advised by their teachers about the standards of behaviour expected on a campus visit.</li> <li>School staff will retain overall responsibility for the behaviour and conduct of their students.</li> <li>Outreach staff and Student Ambassadors will monitor the behaviour and conduct of the students in the sessions and will alert school staff should they feel any pupils need to be supported with their behaviour or removed from the session.</li> </ul>	2	Yes	Not applicable	2		School Staff Supported by University of Birmingham staff

Hazards Identified	Persons at Risk (Numbers)				Control measures already in place	Grading of Risk with control measures in place (Severity x Likelihood)	Are these adequate YES / NO	What further action is necessary to control the risk?	Grading of Risk after further action (Severity x Likelihood)	To be completed by (date)	Responsible Person
	E	S	V	C							
<u>Lost Persons</u>			1		<ul style="list-style-type: none"> <li>All pupils given Aston Webb Reception as Lost Persons Meeting point at the start of visit.</li> <li>Pupils are instructed to always stay in their groups.</li> <li>Aston Webb to have copy of programme and contact details of staff.</li> </ul>	2	Yes	Not applicable	2		University of Birmingham staff
<u>Movement around campus and traffic</u>	1	1	1		<ul style="list-style-type: none"> <li>Staff, student ambassadors and pupils advised to use pedestrian walkways and pedestrian crossings.</li> <li>Adequate supervision for movement of visitors across campus by Student Ambassadors and Outreach staff.</li> <li>Students will be supervised on and off the coaches by school staff. Staff and Student Ambassadors will accompany students and provide supervision during the day.</li> <li>Staff and pupils will be made aware of building &amp; maintenance on campus. Welcome presentation to alert visitors to building work across campus. Routes chosen to avoid building and maintenance where possible. Visitors to be accompanied by staff/student ambassadors whilst always moving around campus.</li> <li>Campus lighting is providing around campus during darkness.</li> <li>Staff, student ambassadors and pupils instructed to be vigilant when moving around the campus for moving vehicles.</li> </ul>	3	Yes	Not applicable	3		University of Birmingham staff
<u>Access/Egress</u>			1		<ul style="list-style-type: none"> <li>Individual assessments where required to ensure access and egress from all buildings.</li> <li>Suitable access (ramps/ hand bars for those with impaired mobility)</li> <li>Signage to keep doorways clear both internal and external.</li> <li>Sufficient lighting both internal and external</li> <li>Staff and students are briefed to report a hazard which could affect access and egress from the buildings in use (i.e. leaks, spillages, holes, slopes or slippery surfaces)</li> </ul>	2	Yes	Not applicable	2		University of Birmingham staff and School staff

Hazards Identified	Persons at Risk (Numbers)				Control measures already in place	Grading of Risk with control measures in place (Severity x Likelihood)	Are these adequate YES / NO	What further action is necessary to control the risk?	Grading of Risk after further action (Severity x Likelihood)	To be completed by (date)	Responsible Person
	E	S	V	C							
<u>Illness/Injury / First Aid</u>	1	1	1		<ul style="list-style-type: none"> <li>Qualified first aiders are available during the event. All Security staff are first aid trained. Local First aid procedure in place which includes the steps for calling the emergency services with first aiders.</li> <li>Only trained first aiders treat people.</li> <li>Staff and pupils are made aware of First Aid arrangements and able to direct people in need of First Aider</li> <li>Details of any pupils with medical conditions / special needs and emergency contact details to be supplied to activity leader and kept by ambassador/outreach staff. First aiders will be informed in advance and will be aware of any additional medication/support needed.</li> <li>Accident/ incidents are reported via the accident / incident report form to the Director of Recruitment and University Safety Services via <a href="mailto:healthandsafety@contacts.bham.ac.uk">healthandsafety@contacts.bham.ac.uk</a>. The report form can be found at the following link <a href="https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/accidents/accreporting/accidentreporting.aspx">https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/accidents/accreporting/accidentreporting.aspx</a>.</li> </ul>	2	Yes	Not applicable	2		University of Birmingham staff
<u>Electricity</u>	1	1	1		<ul style="list-style-type: none"> <li>Staff / pupils are briefed on precaution for electrical safety.</li> <li>No overloading electrical extensions or daisy chaining electrical extensions.</li> <li>All electrical equipment is switched off when not in use.</li> </ul>	2	Yes	Not applicable	2		University of Birmingham staff
<u>Slips Trips &amp; Falls</u>	1	1	1		<ul style="list-style-type: none"> <li>Staff, Student Ambassadors, and all visitors are advised to wear appropriate clothing and footwear in pre-event information and briefings.</li> <li>Staff and pupils are briefed to report any hazards or obstacles which could result in slips trips or falls (to Event staff)</li> <li>Floors and traffic routes are kept clear of obstructions and passages, stairways, entrances and exits clear of surplus equipment.</li> <li>Spillages are cleaned up and areas cordoned off.</li> <li>Hand railing is available when using stairs/steps.</li> </ul>	2	Yes	Not applicable	2		University of Birmingham

Hazards Identified	Persons at Risk (Numbers)				Control measures already in place	Grading of Risk with control measures in place (Severity x Likelihood)	Are these adequate YES / NO	What further action is necessary to control the risk?	Grading of Risk after further action (Severity x Likelihood)	To be completed by (date)	Responsible Person
	E	S	V	C							
<u>Safeguarding</u>			1		<ul style="list-style-type: none"> <li>All Outreach staff are DBS checked.</li> <li>Parental consent (obtained by school) provided ahead of the activity to ensure the pupil is fit to take part in the event.</li> <li>All staff and Student Ambassadors to avoid unsupervised access to pupils on a one to one to basis. No one-to-one activities planned.</li> <li>Welcome presentation to alert visitors to expected behaviour. Adequate supervision always by school staff. Staff to report incidents to Outreach leads to deal with appropriately.</li> <li>Designated Safety Lead identified, and training carried out.</li> <li>Critical Incident Procedure and plan in place.</li> </ul>	1	Yes	Not applicable	1		University of Birmingham staff

## Risk Assessment Guidance

### Risk Scoring System

The scoring system is provided as a tool to help structure thinking about assessments and to provide a framework for identifying which are the most serious risks and why.

	Consequence / Severity score (severity levels) and examples of descriptors				
	1	2	3	4	5
Domains	Negligible	Minor	Moderate	Major	Catastrophic
<b>Impact on the safety of staff, students or public (physical / psychological harm)</b>	Minimal injury not requiring first aid or requiring no/minimal intervention or treatment.  No time off work	Minor injury or illness, first aid treatment needed or requiring minor intervention.  Requiring time off work for <3 days	Moderate injury requiring professional intervention  Requiring time off work for 4-14 days  RIDDOR / MHRA / agency reportable incident	Major injury leading to long-term incapacity/ disability (loss of limb)  Requiring time off work for >14 days	Incident leading to death  Multiple permanent injuries or irreversible health effects

Likelihood score	1	2	3	4	5
Frequency	Rare	Unlikely	Possible	Likely	Almost certain
<b>Broad descriptor</b>	This will probably never happen/ occur	Do not expect it to happen/occur but it is possible it may do so	Might happen or occur occasionally	Will probably happen/occur but it is not a persisting issue	Will undoubtedly happen/occur, possibly frequently
<b>Time-framed descriptor</b>	Not expected to occur for years	Expected to occur at least annually	Expected to occur at least monthly	Expected to occur at least weekly	Expected to occur at least daily
<b>Probability</b>  Will it happen or not?	<0.1 per cent	0.1–1 per cent	1.1–10 per cent	11–50 per cent	>50 per cent

The overall **level of risk** is then calculated by multiplying the two scores together.

$$\text{Risk Level} = \text{Consequence / Severity} \times \text{Likelihood (C x L)}$$

	Likelihood				
Likelihood score	1	2	3	4	5
	Rare	Unlikely	Possible	Likely	Almost certain
<b>5 Catastrophic</b>	5	10	15	20	25
<b>4 Major</b>	4	8	12	16	20
<b>3 Moderate</b>	3	6	9	12	15
<b>2 Minor</b>	2	4	6	8	10
<b>1 Negligible</b>	1	2	3	4	5

The Initial Risk Rating is the level of risk before control measures have been applied or with current control measures in place. The Residual Risk is the level of risk after further control measures are put in place.