

GUILDHALL SCHOOL

GYA SAFEGUARDING PROTOCOL FOR REMOTE TEACHING 2020/21

Date Reviewed: 17 August 2020

Reviewed by:

Hetsie van Rooyen, Head of Safeguarding, Guildhall School of Music and Drama

Protocol for Staff

1. Practical Safeguarding during Lessons:

- We advise that lessons take place in a communal area of the home where parents are in the vicinity to see and/or overhear the lesson.
- However, in exceptional circumstances where the rest of the family are working in the communal area of the home or it is not accessible to the student for other reasons, bedroom teaching may be allowed **only under the following safeguarding conditions:**
 - The student needs to be appropriately dressed (no pyjamas or revealing clothing) and maintain proper posture position during the lesson (i.e. not lying down on the bed);
 - The background is blurred (this feature is available on MS Teams and Zoom) or a suitable virtual background through the app feature is used;
 - Parent(s) / Carers still need to be in the vicinity so that the lesson content can be over-heard: please check with the student that this is the case.
 - Please do not ask personal questions about the student's bedroom (i.e. enquiring about photos on walls or asking to see the room etc)
- When teaching remotely dress smartly and appropriately as per usual professional conduct;
- Use a neutral and appropriate background where possible or make sure that the background is blurred through the app feature if needed.
- Please do not film from a public area where students could be visible to members of the public;
- Video recording of lessons are NOT allowed unless this has been agreed with your Head of Centre or the Head of Junior Guildhall as part of a professional GYA project.
- Student and/or parental personal information or photos / videos must never be shared online as per our usual Guildhall School Safeguarding Policy and Data Protection Policies.
- If you are not familiar with **Data Protection or GDPR requirements**, please access the latest guidance for remote working and GDPR via MyGuildhall: <https://myguildhall.qsmd.ac.uk/sites/it-services/News/13133/working-from-home-gdpr>
- Screen shots / photos of lessons are not allowed (i.e. still pics being taken during a live feed);
- If students wish to share their own personal data / phone numbers / videos with each other they can arrange that in their private time. GYA staff should never facilitate or endorse data sharing between students.

- **Arrangements for lessons:** This is done via your official staff email GSMD / CYM address to the parent or copy the parent into the correspondence if you are sending it to the student directly.
- Please do not contact any under 18 year old students on their personal phones or via social media. If you need to discuss anything about lessons, you can ring the parent(s) on the parent's contact numbers for any such arrangements.
- In cases where students have emailed the teacher directly without the parent being copied in: please copy in the parent in your reply and in all other communication;
- No staff communication is allowed with students via social media or other messaging platforms (such as WhatsApp / Facebook / Instagram / online chat rooms / gaming apps / messaging apps / text messages / personal email or phone etc).
- Please note that Guildhall School's **Safeguarding Policy 2020** and the **Staff Code of Conduct** will remain relevant and in place in terms of safe professional conduct and boundaries. **Please ensure that you are familiar with these policies.** You can access it via MyGuildhall or the Guildhall School webpage.
- Lessons should take place on a Saturday where possible and if not, lessons can only take place by special arrangement with the parents. The Head of Junior Guildhall / Head of Centre should be informed of any changes made to normal Saturday lesson times. Flexibility may be required on occasion due to potentially longer days in the buildings from September.
- If you require any additional support in terms of technical difficulties (on your side or the parent / student's side): please report this immediately to the Junior Guildhall or CYM office as per current arrangements. **The Safeguarding Helpline should not be used to report technical access issues – this phone line is exclusively for child protection and safeguarding matters.**
- Staff are not permitted to use any other system to deliver online lessons other than what has been officially agreed by Guildhall School (currently MS Teams and Zoom).
- Staff can not use their Guildhall School or CYM email address to set up lessons for non-GYA students.
- Please ensure that the chat functions during lessons are switched off unless you are able to monitor it via an additional staff member present in the lesson.
- **If you have any safeguarding concerns about the conduct of a colleague please report this to the Head of Safeguarding (Hetsie van Rooyen, hetsie.vanrooyen@gsm.d.ac.uk) as per the Safeguarding Policy 2020.**

2. How to report concerns for students or their families

- Should there be any safeguarding complaint or incident of child protection concern during or after a lesson, please report this **immediately** on the same day or within 24 hours to your **Designated Safeguarding Lead (DSL)**.
- Please remember you can also use the additional Guildhall School **Safeguarding Helpline** manned by **Hetsie van Rooyen (Guildhall School's Head of Safeguarding)** to seek advice or report incidents: **074 739 612 79** or email her at: **hetsie.vanrooyen@gsm.d.ac.uk**
- If you are aware of bereavement or other general support situations for a family, please let the Designated Safeguarding Lead or the Head of Safeguarding know.
- Please be aware that mental health concerns / online abuse / domestic violence / online bullying and cases of radicalisation has increased since lockdown and therefore **extra vigilance** will be required around these areas of safeguarding.
- If you come across any concerns involving discrimination of any kind, please report this via the DSL or Head of Safeguarding.
- **Students with SEN needs:** If you suspect a student has SEN concerns or are already aware of diagnosed SEN(D) and that this may impact during online lessons,

please discuss it asap with your DSL / Head of Centre or Head of Junior Music Courses at Junior Guildhall so that we can support you and the student.

3. Mental Health Support to staff:

- If you experience a mental health crisis or feel unable to keep yourself or others safe, please contact the **Samaritans** for free on: **116 123**.
- **You can also call your own GP and request an emergency appointment or ring 111 if it is out of hours. For emergencies where self-harm has occurred please attend your nearest A&E or ring an ambulance.**
- In seeking further support, please speak to your line manager or your HR representative. They will discuss with you various support options available in the workplace which can include the **Employee Assistance Programme (EAP)**. The EAP is a counselling support service available to all staff.

You can also contact them directly:

EAP Free phone 0800 030 5182.

This support is not only available to you but those close to you, such as your partner or a family member.

- **Health Assured's website** is a dedicated online resource designed to support employee's health and wellbeing. The portal provides confidential access to wellbeing fact sheets, videos, self-help programmes, interactive tools and educational resources to help with life's challenges.

Please visit:

<https://healthassuredeap.co.uk>, and log in with the following details:

- **Username:** cityoflondon
- **Password:** employee
- **For general updated health and employment / financial advice relating to Covid19 please use online services such as:**
 - <https://111.nhs.uk/>
 - <https://www.gov.uk/coronavirus>
- **Other online resources to support your mental health can be accessed here:**
 - <https://www.mind.org.uk/information-support/coronavirus/>
 - <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>