



DigiTribe Safeguarding Policy for Online Group Sessions & Mentoring

1. Principles

Safeguarding is priority in all online work with children and young people.

Sessions must always take place with clear boundaries, parental knowledge and oversight, and organisational oversight.

All staff delivering sessions must hold an Enhanced DBS and undergo NSPCC Tutor Safeguarding Training Course.

2. Consent & Information Sharing

Parental consent must be obtained before a child/young person attends any online session.

Parents will be informed of:

- The purpose of the sessions (social group or mentoring).
- The platform used (Zoom).
- Our Safeguarding arrangements in place.

Parent/carers will receive Zoom links via their own email, not sent directly to the child. No communication to take place directly with children's email, only parent/carer email.

3. Group Sessions (e.g. clubs, workshops)

- Two-adult rule: At least two staff/volunteers should be present in group sessions.
- If this is not possible, parental presence is required (parent in the same room or nearby).
- Meeting links must be password-protected and use the waiting room feature.
- Staff will admit participants individually (no open links).
- A log of attendance and a brief session note must be kept after each session.
- Leaders should join the call 5–10 minutes before children arrive, and end the Zoom at the designated time before the children leave.

4. One-to-One Mentoring

- Parent/carer consent is always required and the DigiTribe Mentoring Agreement must be signed by all parties.
- The parent/carer must be at home and aware when the session is happening. They may sit in if they wish.
- Mentoring sessions should be scheduled in advance and logged with the Designated Safeguarding Lead (DSL).
- The youth worker will keep written notes of each mentoring session which are to be available at any time to the parent/carer.
- Two-adult rule: At least two staff/volunteers should be present in group sessions.
- If this is not possible, parental presence is required (parent in the same room or nearby).

- Meeting links must be password-protected and use the waiting room feature.

5. Staff Expectations

- Use only the organisation's Zoom account, not personal accounts.
- Professional behaviour and communication at all times, as in face-to-face work.
- No use of private messaging with young people. All communication must be in the main group chat or with parents copied in.
- Ensure your video background is appropriate and no other un-checked adults are in view.
- Share only age-appropriate and relevant materials when using screen share.
- Avoid using gifs, memes, or media that could be misinterpreted.

6. Safeguarding Concerns

If a young person shares something concerning, staff should:

- Stay calm, listen, and reassure the child they did the right thing by speaking.
- Do not promise confidentiality.
- Record exactly what was said, using the child's own words.
- Pass this information to the DSL immediately, following our safeguarding procedure.

If a technical issue leaves only one adult in a group session, end the call and restart when another adult can join.

7. End of Sessions

- Leaders will close the session at the designated time, before the children leave. Leaders are not to be on the Zoom alone with the last child to leave in Group sessions.
- For 1:1 mentoring, the youth worker must confirm the session has ended and log this in their records.

8. Record Keeping

- Attendance logs will be maintained for all online sessions.
- Brief notes (date, focus of the session) must be added after every group or mentoring call.
- Any safeguarding incident must be logged immediately and escalated to the DSL.

9. Data protection

- All records will be secured in compliance with GDPR
- Access is restricted to safeguarding staff only
- Session notes and consent forms will be retained for the minimum statutory period

Safeguarding Leads

Designated Safeguarding Lead (DSL): Rachel Conlisk, Director. Email rachel@creativeactivelives.org.uk Tel: 07790 443 007