

CAO Safeguarding and Emergency Procedures (Public)

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Introduction

This document describes the Cambridge Admissions Office safeguarding policies which have been written to support staff to adhere to the University's policy on the [Safeguarding of Children and Vulnerable Adults](#).

Safeguarding is the responsibility of all adults working with children (defined as under 18) and vulnerable adults. The University has a duty, both in law and as a responsible organisation, to take reasonable care of children and adults at risk coming onto its premises. Safeguarding concerns can take many forms including, but not limited to, bullying and cyber bullying, child sexual exploitation/trafficking, domestic abuse, emotional abuse, grooming, neglect, online abuse, physical abuse, sexual abuse. Abuse could be by adults, or other children/young people.

The University aims to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of children and adults at risk. The University encounters children and adults at risk in a variety of settings, including through its teaching and research activities, as well as through its outreach programs.

The University Policy states the University's position on preventing and reducing harm to children and adults at risk when they are in contact with University staff, workers, volunteers, apprentices or students. This document provides staff involved with CAO programmes additional guidance and internal and local procedures to follow when it comes to safeguarding.

When do these procedures apply?

The Safeguarding Procedures should be followed by any and all staff attending events or working on project involving children and young people which are organised and run by the Cambridge Admissions Office. This includes CAO staff members, University or College staff who may be supporting with or delivering on events, as well as temporary workers, such as student ambassadors and residential supervisors.

The guidance should be followed for all events that involve under 18s and/or vulnerable adults. For the purposes of safeguarding, all participants involved in CAO events which are aimed at young people are considered under the remit of safeguarding. This means that the guidance outlined here applies even where some participants may be over the age of 18. Participants over the age of 18 on events where the majority of the participants are not should not be treated differently.

The document also applies to events/activities delivered as part of a CAO programme, even where the event is organised by another department, College or external partner. CAO Coordinators will work together with all parties to ensure CAO guidance is adhered to, and raise any issues to Managers if policies differ between all involved parties.

This guidance applies to all events regardless of their medium (i.e. face-to-face as well as online). Any differences in how safeguarding is handled between different types of events is outlined specifically.

Safeguarding concerns should be dealt with as soon as a member of staff becomes aware and escalated/reported to a Designated Safeguarding Officer. Safeguarding concerns are always of the highest priority. Safeguarding concerns can be reported by any member of staff.

Staffing and Recruitment (including DBS checks)

The University's commitment to safeguarding is highlighted to applications during the recruitment process. For some roles, CAO staff may be required to undertake an enhanced DBS check as part of the recruitment process. The following paragraph is included in all recruitment adverts:

The University and the Cambridge Admissions Office are committed to safeguarding young people we work with and we expect new employees to share this commitment. This role requires an enhanced DBS check. Our safeguarding policy can be found online: <https://www.hr.admin.cam.ac.uk/policies-procedures/children-and-vulnerable-adults-safeguarding-policy>

For some events, other staff outside of CAO (including student ambassadors, department/college staff) may be required to undertake an enhanced DBS check. DBS checks for temporary staff are valid for one year only; they will need to have a new DBS check carried out if their previous check is more than one year old.

Note that having a DBS check in itself does not confer any additional safeguarding responsibilities or allow a member of staff to do anything additional. All staff who have contact with young people should adhere to the safeguarding guidance outlined in the University's policy and this document, regardless of their DBS status.

Risk Assessments

All CAO General Risk Assessments include information on the risks associated with safeguarding and the control measures in place for events involving young people. For any new type of activity, a risk assessment will be written which is to be approved by the Line Manager and Head of Team for any new type of activity. Risk Assessments are reviewed annually and updated in line with the latest guidance and best practice.

The risk assessment will be shared with all members of staff involved with the activity. CAO Event Coordinators should ensure that all staff members who are working on an event or project are fully briefed on the risk assessment contents and understand their role/responsibilities as outlined in the document, including what to do in the event of an emergency

Additional risk assessments must be completed by any staff member leading an activity which is not part of the general programme for all participants and not organised by the CAO Event Coordinator, such as departmental fieldtrips or social/extra-curricular activity sessions.

Safeguarding Training

Safeguarding training is provided as appropriate to staff working on events with young people.

CAO Staff Members

A briefing on safeguarding policies and good practice is provided to all CAO staff as part of their induction, and all staff must familiarise themselves with the [University's Safeguarding Policy](#) and in particular the [Code of Practice](#) (Appendix B). This provides guidance on acceptable and desirable conduct to protect both children and vulnerable adults who come onto University premises to study and to visit, and those working with them.

In addition, all CAO staff working on a regular basis on events or projects involving young people must also complete the [NSPCC's Child Protection online training module](#) as part of their induction, and should receive training/briefing on safeguarding at least once per year.

This will normally be the same group of staff for whom a DBS check is required but may include others with less frequent/regular contact with young people.

Designated Safeguarding Officers (DSOs) in CAO will undertake yearly refresher courses and attend the full 2-day DSO training at least once every 3 years.

Other Staff

All staff involved in events which are organised and run by the Cambridge Admissions Office must be asked to read and familiarise themselves with the [University's Safeguarding Policy Code of Practice](#).

Compulsory training on safeguarding, delivered by a member of CAO staff, must also be attended by all student ambassadors and similar roles before they work on any event. Wherever possible this will be delivered by a Designated Safeguarding Contact/Lead.

It is recommended that other staff are provided with safeguarding training where their involvement in a project is considered more involved or where there may be interactions with young people which are not attended by a safeguarding-trained member of CAO staff. For example, safeguarding training is provided routinely to Academic Coordinators on the Sutton Trust Summer Schools who take on a large organisational role, especially where they may interact with young people without the presence of CAO staff. It is not necessary to provide safeguarding training where CAO staff will always be present e.g. academics providing one-off lectures.

Terminology

Staff	Staff refers to all adults attending or working on events, which includes CAO staff, but also student ambassadors and department/college staff.
Coordinator	The Coordinator is the CAO member of staff who organised the event and is the primary point of contact for queries about the event/programme.
Manager	Generally the line manager of the Coordinator, but can be another CAO team lead.
Head of Team	The Head of the relevant team at CAO e.g. Head of Student Recruitment or Head of Widening Participation
Student Ambassador	All temporary workers recruited by CAO to work on events including CAMbassadors and Event/Residential Supervisors
Participant	Anyone attending an event as the primary audience e.g. school students
Event	An event is defined as a single one-off occasion. Events in a series may form part of a programme. Events usually include a range of activities.
Activity	An activity forms part of an event. Activities may include taster lectures, tours, workshops as well as other interventions such as mentoring or tutoring.
Programme	A programme is generally a series of events. The same participants do not need to attend the entire series of events (see progressive programme).
Progressive Programme	A programme where the <i>same</i> participants are invited to attend a series of events and interventions.
Intensive event	An intensive event is defined as an event where participants are likely to be involved over a longer period of time and the event may not be a one-off. For example, participants on progressive programmes or residential events.
Designated Safeguarding Officer (DSO) or Lead (DSL)	<p>Members of staff who have received Designated Safeguarding Officer training, a CPD-certified training usually over 2 days delivered by numerous providers including the NSPCC.</p> <p>In CAO, this is generally the Managers. Contact details for CAO's DSOs are included at the end of this policy.</p> <p>HR staff in the University's HR division have also received DSO training.</p>
Parent/Guardian	Refers to the parent/guardian of the participant. The parent/guardian must be an adult over the age of 18 who has responsibility for the participant's wellbeing and safety. In some cases this may not necessarily be a legal guardian, but a responsible family member who can be contacted in reference to the participant in an emergency.

Safeguarding Policies

All Events

- On each event, there will be a Coordinator who will take responsibility for initial decision-making during the event. A secondary member of staff (back-up) should be aware of all the arrangements in case the Coordinator is unavailable.
- One of the Managers will be available throughout the event for support and assistance (manager on duty). Coordinators should initially try to make contact with their own line manager during office hours.
- At the beginning of events or programmes, Coordinators will remind participants of general safety procedures, including our safeguarding responsibilities to them; it is recommended that Coordinators make it clear that participants should bring any and all concerns to them, including safeguarding-related ones.
- Coordinators are responsible for briefing all other staff involved. They should serve as the first point of contact for any issues that arise during the event. Staff should be reminded that they should not share personal contact details with participants during the event; should a participant need to contact someone after the event, they should be directed to the Coordinator/project contact details or generic public shared inboxes.
- Coordinators should check that all staff and participants have the correct and up-to-date safeguarding contacts details.
- At the end of events or at the end of each day for a multi-day event, Coordinators should build in time to debrief with staff and provide staff the opportunity to raise any concerns.
- Participants may want to share contact details with other participants, including social media accounts. Participants should not be able to do so where there is the potential for other staff (e.g. student ambassadors) to see these contact details. However there may be specific situations where it can be safe for participants to do so and there may be benefits for ongoing contact beyond the programme. These situations will be agreed with a Safeguarding Officer in advance (i.e. line managers). Participants should be reminded of the risks in sharing their details, and there should be no pressure on participants to do so.

Residential Events

- Where CAO is responsible for the safeguarding of students overnight (for example, when teachers are not present), a CAO manager will stay overnight on site throughout residential events and act as the main safeguarding contact during the event.
- On residential events, only two members of staff should deal with incidents overnight wherever possible to ensure sufficient staff cover the following day.
- On each day of a residential event, one of the Designated Safeguarding Officers will make contact with or visit the Coordinator to check in, enabling them to provide a general update on the event and advise on any areas or potential areas of concern regarding participants or staff.

Online Events

Online Platforms

Any online activity will take place on approved online platforms only. These platforms will have the following features:

- Access to the platform is enabled only for the intended participants

- Personal information (including names, contact details and email addresses) is only accessible to those with the right permissions and is not publicly viewable
- Staff are able to remove people from the platform if necessary

Examples of currently in-use platforms include:

- Video-broadcasting/webinars: GoToWebinar, Zoom (education account for under 16s)
- Newsletters/mailings: Mailchimp
- Interactive tools: Mentimeter, Miro, Padlet
- Partner organisations: Sutton Trust Online, MyTutor, Brightside Mentoring

Staff will:

- Familiarise themselves with the privacy settings of the platform and know how to report offensive and abusive content
- Use an institutional account only (not a personal account)
- Ensure that all staff supervising the activity are familiar with the platform and understand how participants will be using it
- Ensure there is a signed media consent form for anyone identifiable in any recordings
- Plan the structure and content of the activity carefully to ensure that discussions remain on topic
- Define a clear time and space for the webinar 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)

Participants should be reminded to:

- Not share private information about themselves
- Not respond to contact requests from people they do not know
- Understand who they should contact if they hear anything upsetting or inappropriate

[Interactive Livestreaming](#)

This section refers to live streaming video or webinars where participant video/audio is enabled. For example, this might be the case for small group work sessions or meetings.

All of the above guidance applies. However, in addition to this, staff will also:

- Ensure that they have consent from parents/guardians of any under-18 participants
- Have a signed Code of Conduct from all participants and which includes the consequences in the case of inappropriate behaviour
- Ensure that participants understand the benefits and risks of online sessions and are clear of the purpose for this particular activity
- Remind participants not to take photographs of the screens or share any images of the online session

Staff should not be in a private chat/video call 1-2-1 with a participant unless this was arranged in advance with manager approval. If this happens by accident (someone else loses signal etc.) the staff member should immediately come out of the breakout room/chat and end the session.

Longer-Term Interventions e.g. Mentoring/Tutoring

This section refers to longer term engagement with young people such as in a mentoring or tutoring context. Generally these types of interventions will take place online.

- All staff (including student ambassadors) working with young people in an online context over an extended period should have a valid DBS check, in line with CAO's DBS policy
- All staff working in this context should receive safeguarding training prior to starting their work supporting students and should be clear on how to report concerns
- Staff and participants must both sign a Code of Conduct prior to starting any online delivery
- Staff and participants must understand that all communication must take place on the designated platform and that they must not share contact information; any communications that happen off-platform must be reported to a member of CAO staff immediately
- CAO staff should regularly monitor interactions which take place and respond to any moderation requests as a matter of priority

Sharing Information

Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. It is a key factor identified in many serious case reviews (SCRs), where poor information sharing has resulted in missed opportunities to take action that keeps children and young people safe. The seven golden rules of sharing below have been produced by HM Government to support practitioners in the sharing of information.

1. Remember that the General Data Protection Regulation (GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately.
2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Where possible, share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Reporting

In the event of a safeguarding concern being raised, staff will fill in a report form following guidance from the NSPCC: <https://learning.nspcc.org.uk/research-resources/briefings/child-protection-records-retention-storage-guidance> (updated July 2020)

- All people who are involved in the concern or incident should fill in the relevant section on the reporting form.
- The report will include:
 - the date and time of the incident/disclosure
 - the date and time of the report
 - the name and role of the person to whom the concern was originally reported and their contact details
 - the name and role of the person making the report (if this is different to the above) and their contact details
 - the names of all parties who were involved in the incident, including any witnesses
 - the name, age and any other relevant information about the child who is the subject of the concern (including information about their parents or carers and any siblings)
 - what was said or done and by whom
 - any action taken to look into the matter
 - any further action taken (such as a referral being made)
 - the reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)

According to Data Protection principles, records containing personal information should be:

- adequate, relevant and not excessive for the purpose(s) for which they are held
- accurate and up to date
- only kept for as long as is necessary (Information Commissioner's Office, 2020).

Safeguarding reports are kept securely on a restricted drive which only Designated Safeguarding Officers have access to, and which are routinely deleted once the information is no longer necessary to be kept.

Contacts

Prior to events, all relevant parties (including participants and parents/guardians) will receive an up-to-date list of contact information for the CAO staff and Designated Safeguarding Officers.

Other Useful Contacts

University Security	Emergency Calls	01223 767444
University Security	Routine Calls	01223 331818
Police/Fire/Ambulance	Emergency Number	999 (prefix with 9 if calling from a work mobile)
Police	Non-Emergency Number	101 (prefix with 9 if calling from a work mobile)
NSPCC	24 Hour Helpline	0808 800 5000

NHS	111 Non-Emergency Number	111 (prefix with 9 if calling from a work mobile)
Urgent Care Cambridgeshire	Out of Hours GP Service	0330 123 9131
Cambridgeshire Local Authority Children's Services	Office Number (Mon – Fri, 8am-6pm)	0345 045 5203
	Emergency Duty Team (Out of Hours)	01733 234724