



COVID19 Risk Assessment Armadillo Zoom sessions AMBER

To commence 7th Dec 2020 – to be reviewed ahead of 5th Jan 2021 when session reopen post-Christmas holiday closure.

As outlined by National Youth Agency (NYA) guidance (version 4.0), the Armadillo will operate youth sessions according to NYA **AMBER** guidance, provision of youth activities for young people **under 18 years old**. **AMBER** guidance is applicable to all Tiers 1-3. Youth sector providers can provide services to young people indoors during periods of **AMBER**, the following activities are permitted:

- Digital sessions
- Detached/ outreach
- 1:1 support
- Triage - drop in (open door)
- Open access or targeted group sessions delivered indoors (bubbles of 15 + staff/leaders)
- Support groups

Specific guidance on the activities and actions permitted during the Tier 3 **AMBER** alert have been provided to staff in the *COVID19 Armadillo Service Plan and toolbox AMBER* and *COVID19 Activity Step by step Plan Armadillo AMBER*. The NYA guidance in full can be found here: [Nation Youth Agency Version 4.0](#)

The Youth Officer and Community Projects Manager will keep Armadillo plans under constant review in order to:

- make responsive amendments to reflect NYA's readiness level
- to react if readiness level changes week-to-week,
- to ensure we communicate changes to young people, staff, parents/carers and other stakeholders.

To accommodate open access sessions for Armadillo's largest year group Year 6, youth sessions are moving online. The platform being used for sessions is Zoom which can be downloaded as an app or streamed through internet browsers by following a link sent via email. Access to the session will be password protected to safeguard participants, emails will be sent by the Armadillo team to the registered carer of the young person.

Young people will be asked to agree to a "group contract" at every session, staff will remind young people that by agreeing to the group contract they will treat everyone in the session with respect, they will act responsibly and appropriately – as they would be expected to, if attending a session at the Armadillo Youth Café.

VENUE/TASK		ACTIVITY/EQUIPMENT/TASK (Make/Model/Serial no):				Date:	Review date:				
COVID – 19 Pandemic (Coronavirus) Armadillo Youth Team AMBER alert ZOOM sessions for young people in year 6		To provide ZOOM digital youth sessions, following National Youth Agency guidance (version 4.0) AMBER alert: youth sessions for young people under 18 years old. Young people must be existing customers of the Armadillo and registered on the door list				2 nd December 2020	5th January 2021 (where possible to be reviewed following the UK Government tier review, expected around 30 th Dec 2020)				
What are the hazards?	Who might be harmed and how?	What are we planning to do?	Likelihood			What do we need to do to manage risk? Action Plan.	By whom & when?	Completed Date	Revised Likelihood		
			X Consequence						X Consequence		
			E.g. 1 x 3 = 3						E.g. 1 x 3 = 3		
			L	C	=			L	C	=	
Young people's contact information being published on the internet	Staff and young people	Zoom digital youth sessions with year 6 young people	2	3	6	Zoom will be used to set up the meetings which is a secure platform. Zoom is used widely by schools, businesses and other organisations. Zoom's privacy policy can be found here: https://zoom.us/privacy	CPM/ YO	05.12.202020	2	3	6
Young people under 18 accessing age-	Young people	As above	2	3	6	Young people aged under 16 will use Zoom with their carers permission and understanding.	CPM/ YO	05.12.202020	2	3	6

inappropriate software											
Young people and staff accessing each other's contact information without consent	<p>Staff and young people</p> <p>If the building was to reopen in a reduced capacity to accommodate support groups, staff and young people would have the increased risk of contracting viruses from contact with objects or litter.</p> <p>Due to the virus lasting on different materials for a reasonable amount of time, virus could be transferred unknowingly and contracted later.</p>	As above	2	3	6	<p>Zoom meetings to be set up by staff and staff to remain as 'Host' throughout.</p> <p>Staff will be present first at the meeting then young people will be invited to join.</p> <p>Meetings to be set up by email, the access code, password and session join link will be emailed to the young persons carer.</p> <p>The sessions will be invite only, to young people already known to the Armadillo (on the door list). No new young people will be invited to join Zoom at this time.</p> <p>YP should be supported by their carers to check profile name and privacy settings.</p> <p>"Break out rooms" will be set up for each meeting, to be used if a young person present as/ requests additional confidential support. A 1:1 meeting with a staff can be arranged from the main Zoom session, the host can join any break out room and should do so periodically to check on the welfare of those in the break out room.</p> <p>The messaging facility will be set to the host or all, so participants cannot</p>	CPM/ YO	05.12.2020	2	3	6

						contact each other through private messaging.					
Images of young people being captured without consent during online during group sessions	Staff and young people	As above	2	3	6	Staff to disable the recording function for participants. Staff to seek consent from young people and carers before recording any sessions. Group contract will be agreed with young people (see below).	CPM/ YO	05.12.202020	2	3	6
Young people accessing staff personal information	Staff and young people	As above	2	3	6	Staff to be aware of the area of their home which young people will be viewing during video calls.	CPM/ YO	05.12.202020	2	3	6
People who have not been invited to the meeting accessing the facility	Staff and young people	As above	2	3	6	Link only to be sent to young people's carers – sent the day of the meeting and all email addresses to be blind copied Bcc, to agreed email address. Meetings will include a password which is only sent to young people and / or their carers. Waiting room function always used so participants have to be let in by meeting host. Host to 'lock' the meeting once all participants are present so no-one else can join the meeting – for prearranged meetings and 1:1's, this might not always be possible for the year 6 sessions.	CPM/ YO	05.12.202020	2	3	6
Young people not following guidelines	Staff and young people	As above	2	3	6	At the beginning of each group staff will advise young people of the conduct expected on Zoom, points to	CPM/ YO	05.12.202020	2	3	6

set out by staff for online safety					<p>be covered in the group contract include:</p> <ul style="list-style-type: none"> • No recording or screen shots to be taken; • Participants will only post and discuss content that is appropriate and relevant to the group topic; • All other codes of conduct and respectful treatment of staff and peers are expected in a Zoom session, as they would be at Armadillo youth cafe sessions. <p>Young people who are not following the contract may be asked to leave the meeting and can be removed by the host. If this happens staff will contact their carers to explain why, and conduct follow up work in support of the young person returning to the session at a later time.</p>					
Inappropriate content/ language being posted to the group	Staff and young people	As above	2	3	6	CPM/ YO	05.12.2020	2	3	6

Individual issues and concerns	Staff and young people	As above				YP to be offered 1-1 support if necessary outside the group; If there are safeguarding concerns, including young person's safety online outside of the sessions, they will be reported to the safeguarding lead and SGC Access and Response, in line with Yate Town Council safeguarding policy.	CPM/ YO	05.12.2020			
Group dynamics	Staff and young people	As above	2	3	6	Small groups can be matched up by staff as per dynamics of known young people, where necessary. This work will take place using the break out room facility and can be accessed for supervision, by the main session host.	CPM/ YO	05.12.2020	2	3	6
Young people struggling to communicate on online groups due to disabilities	Staff and young people	As above	2	3	6	Individual support offered to young people alongside group support as required. Staff to offer bespoke support as required and groups to be set up to accommodate young people's needs as appropriate e.g. smaller group sizes.	CPM/ YO	05.12.2020	2	3	6
Feedback and evaluation not being captured due to online nature of groups	Staff and young people	As above	2	3	6	Young people to be encouraged to provide feedback and ideas for activities during the digital session.	CPM/ YO	05.12.2020	2	3	6
Young people and staff being exposed to inappropriate material / content in	Staff and young people	As above	2	3	6	Group contract as above. Young people and staff to be aware of what is in their background and make	CPM/ YO	05.12.2020	2	3	6

the background of a video						<p>sure their home setting appropriate to be shared with the rest of the group;</p> <p>Staff and young people are encouraged to disclose to the designated safeguarding lead, any action or activities they feel compromises their internet Safety while on Zoom.</p>					
Youth Staff and Young People's private living space is no longer private due to it being used for gathering socially online.	Staff and young people	As above	2	3	6	<p>Group contract as above;</p> <p>Regular discussions with young people around managing their space while on video calls;</p> <p>Youth staff aware of managing their own space. An awareness always, if view changes because of camera positioning.</p>	CPM/ YO	05.12.2020	2	3	6
Young people's support needs not being met if they cannot access online group sessions	Staff and young people	As above	2	3	6	<p>Where appropriate, Young people will also be offered support over the phone or by triage/ 1:1 drop in (see risk assessment for youth sessions). These will be pre-booked or by open access drop in, continuous 1:1 sessions will be offered on a case-by-case basis with the line managers agreement.</p> <p>Young people will be signposted to other services where appropriate and staff will work closely with carers and professionals to meet young people's needs.</p>	CPM/ YO	05.12.2020	2	3	6
Conversations becoming	Staff and young people	As above	2	3	6	Groups limited in size so staff can monitor discussions and content;	CPM/ YO	05.12.2020	2	3	6

unmanageable by staff						Group agreement on how young people will have their voices heard during discussions.					
Internet failures causing staff to leave meeting	Staff and young people	As above	2	3	6	<p>Staff to meet in the Zoom session before inviting young people to join.</p> <p>If a staff leaves the session due to technical difficulty, the 2nd staff should manage the group for 5 mins and the lead staff will try to reengage access - if they can't rearrange access, they try to replace with another staff (the Community Projects Manager can be called on to supervise sessions and to cover staff while they resolve technical issues).</p> <p>If only one staff is present the session must end and where possible, rearranged.</p>			2	3	6
Young people inadvertently posting content of themselves to group	Staff and young people	As above	2	3	6	<p>Young people should not have access to share content with the group.</p> <p>As part of introduction to Zoom, staff will check they know how to turn camera and mic on / off.</p>	CPM/ YO	05.12.2020	2	3	6
People in young person's home being filmed without their knowledge / consent	Staff and young people	As above	2	3	6	<p>Covered as above in group contract.</p> <p>Workers to pay attention to the actions of young people in the session, particularly around the use of mobile phones.</p> <p>Workers to pay attention to the young person's background for use of video recording/ photography devices.</p>	CPM/ YO	05.12.2020	2	3	6

						<p>Any other persons within view of the Zoom session should be asked to leave the room/ area or at the very least, should sit out of the sight of the camera and where they cannot see the other participants.</p> <p>Session sign up – young people to be contacted via their carer, Zoom invites to be sent to carers.</p>					
People joining the meeting who have not been invited	Staff and young people	As above	2	3	6	<p>Covered in contract;</p> <p>Not posting group links online publicly anywhere;</p> <p>Young people asked not to include anyone not involved in the group in the video call who may be within their home and to make sure that they know the meeting is happening;</p> <p>Zoom settings - only host can invite others to the meeting, and meeting to be closed once all participants are present (where possible);</p> <p>Staff to ensure they do not have windows open on computers that have personal information displayed or keeping personal information on their home laptops in unprotected files.</p> <p>Staff should close all windows except those in use during the session.</p> <p>Staff to ensure they allow enough time (at least 5 minutes) for logging</p>	CPM/ YO	05.12.2020	2	3	6

						into the session to avoid the session being delayed.					
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COMMENTS

Guidance for Staff - How to stay secure on Zoom

- do not share the link or the meeting ID on public platforms (and if you share photos of the meeting make sure the ID is not visible)
- never use the personal meeting ID, instead allow Zoom to create a random number for each meeting
- add a meeting password
- set screen sharing to "host only"
- disable file transfer
- disable "join before host"
- disable "allow removed participants to rejoin"
- carefully consider any recording - recorded meetings can be accessed by Zoom administrators
- always send invites to carers addresses.

Guidance for Young person's Zoom Induction

This is a great opportunity to Drip-feed internet safety tips, advice and guidance!

All young people will be inducted onto Zoom by a staff. Prior to this staff will obtain carers consent for them to use the platform and attend the session. The young person's induction will cover basic use of the platform, how to join and leave a meeting, turn mic and camera on/ off and that they understand that others will be able to view them within the meeting but that the groups will be closed. Young people will be asked to change their name on Zoom so it is the first name that other young people know them by, not their email address which comes up on the bottom of their email. It will also be an opportunity to support the young person to choose which space/s in their home will be visible during meetings and how to make these appropriate for the rest of the group to view. If there are specific concerns around the young person accessing meetings online they will be addressed, where possible, before the young person joins a group.

- Discuss appropriate clothing and self-care before joining a group meeting - treat it like you would a face to face group
- Cover the online contract (below) with all young people and check that they are in agreement with this;
- What content is appropriate to share? – including no posting of personal contact details;

- Camera placement and where young people are when they take part in groups (to avoid filming other members of their household). Zoom has functionality to set 'video backgrounds';
- No filming / capturing images of the sessions on another device;
- Just people added to the group can be in the video chat;
- Ask young people to cover over the camera when not using it for video or video chat;
- What will happen if boundaries are broken.
- How to request a confidential conversation with a staff member (message the request in the chat box to the host)

The following guidance was consulted to inform this risk assessment:

- [Nation Youth Agency Version 4.0](#)
- [UK Gov: Local restriction tiers: what you need to know](#)
- [Protective measures for out of school settings](#)
- [Guidance for the safe use of multi-use community facilities](#)
- [Federation for Detached Youth Work](#)
- [Social distancing guidance for young people](#)
- [Supporting vulnerable children and young people during the coronavirus \(COVID-19\) outbreak](#)
- [Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)
- [HSE working safely during the coronavirus outbreak guidance](#)

Evaluating Risk Levels

The following should be used as a guide: Likelihood x Consequence

Likelihood 1- Very unlikely, 2- Unlikely, 3 - Fairly likely, 4- Likely, 5 -Very likely

Consequence 1- Insignificant 2-Minor, 3- Moderate, 4- Major, 5 - Catastrophic

Risks should be categorised:

- 1-4 acceptable (no further action but ensure controls are maintained)
- 5-9 adequate (look to improve if possible, at next review)

- 10-16 tolerable (look to improve within specified timescale);
- 17 – 25 unacceptable (make immediate improvements)

5	10	15	20	25	C O N S E Q U E N C E LIKELIHOOD
4	8	12	16	20	
3	6	9	12	15	
2	4	6	8	10	
1	2	3	4	5	

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