



Our Child Protection and Safeguarding Policy

Updated May 2024

For review annually by AWPO management



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Abbreviations and definitions

AWPO

Access and Widening Participation Office

CIR

Concern or Incident Report form

Disclosure

A report, verbal or written, made by a child or young person that they have been abused by someone

DBS

Disclosure and Barring Service

DSO

Designated Safeguarding Officer



Educare module

Child protection and safeguarding online training

NSPCC

National Society for the Prevention of Cruelty to Children

Regulated activity

Unsupervised work with the same cohort of children and young people on four or more instances. This requires a DBS clearance.

SA

Student Ambassador

Supervised work

Work undertaken by a member of staff without a DBS check in the constant presence of a member of UCL staff with a DBS check.

WP

Widening Participation

1. Scope

This policy applies to any activity run by the Access and Widening Participation Office.

Specific procedures for activity funded by AWPO and run by UCL departments and any activity on which AWPO staff are acting as Designated Safeguarding Officers are outlined in Appendix 4.

- Procedures for external programmes funded by AWPO are covered in section 7 of this policy.

Out of scope:

- Any other UCL activities involving children and young people. Staff are encouraged to refer to this policy for guidance on best practice.
- Activities delivered in a school are covered by the school's own safeguarding procedures, and we comply with these as required.
- Activity within the scope of the UCL [Safeguarding children and adults at risk Policy and Procedure \(Staff and Students\)](#).



2. Context of our work with children and young people

UCL AWPO delivers activities for children and young people and funds other UCL departments or other organisations to do so.

A child is any person under the age of 18.

The safety and wellbeing of all children and young people on our programmes is our priority. All UCL staff and students working on programmes are responsible for safeguarding. We believe all the children and young people we work with have the right to be treated equally and with respect, regardless of their background or personal circumstances.

Our programmes support primary and secondary school children, parents, carers, teachers, mature students, and current UCL students. Some specific groups we work with, such as disabled young people, may have additional safeguarding needs.

Programmes may take place in person, on the UCL campus or elsewhere, or online. Activities delivered in a school are covered by the school's own safeguarding procedures, and we comply with these as required.

This policy and our working procedures follow the principles of UK government's guide to inter-agency working [Working Together to Safeguard Children 2023](#)

3. Supporting documentation and other UCL policies

Our safeguarding policy and procedures are reviewed annually. This policy is publicly available on our [website](#).

Other relevant UCL policies include:

- UCL HR's policy [Safeguarding Children and Adults at Risk Policy and Procedure \(Staff and Students\)](#).
- UCL HR's policy [UCL DBS Checks and Criminal Convictions Policy](#)



- UCL Student and Registry Services' guidance on [Prevent at UCL](#).
- [UCL privacy notice for access programmes](#)

4. Safer recruitment and training of AWPO staff

We use safer recruitment practices.

An understanding of child protection and safeguarding issues is listed as essential or desirable in person specifications, depending on the grade. Compliance with UCL's safeguarding policy is a responsibility in job descriptions.

Job offers are conditional on provision of:

- Two references, one of which must be the current or most recent line manager;
- For roles that include unsupervised work on regulated activity (this covers the majority of our posts), a clear enhanced level Disclosure and Barring Service (DBS) clearance certificate, including a

check of the DBS 'Children's Barred' List.

AWPO staff without DBS clearances do not work on regulated activity.

All line managers are responsible for ensuring their direct reports read, understand and follow this policy.

New staff read this policy as part of their induction, and existing staff review it annually.

All new staff complete the EduCare training module '[Child protection in education](#)' in their first month. Existing staff repeat it once every three years.

The team attend child protection training delivered by a safeguarding professional on an annual basis.

Designated Safeguarding Officers (DSOs) receive specific training on an annual basis.



5. Safer recruitment of AWPO student workers

Before starting work, all AWPO student workers:

- Are interviewed;
- Provide two satisfactory references;
- Sign a code of conduct;
- Complete the Educare 'Child Protection in Education' online module;
- Attend child protection training delivered by an AWPO staff member, then annual refresher training if they wish to continue working.

In addition, student workers booked for work on regulated activity also need a clear enhanced level DBS certificate, including a check of the DBS Children's Barred List.

All staff who have administrator rights on an online platform and are carrying out tasks that require them to have access to participant contact details on an AWPO activity must have received child

protection training and have a clear Enhanced DBS check with UCL.

Note: due to the Rehabilitation of Offenders Act 1974, UCL does not have the legal right to request DBS clearances for work on unregulated activity (such as campus tours).

6. Safeguarding information for guest presenters and volunteers on AWPO activity

On occasion, other UCL staff, students, alumni, and external speakers deliver sessions on our activities. These presenters are asked to complete a code of conduct.

If a member of UCL staff or external individual is going to be doing regulated work on an AWPO activity, they need DBS clearance and to complete the EduCare module.

When our programmes are supported by UCL student volunteers, we also ask



that they register with the Students' Union UCL Volunteering Team.

7. Safeguarding for external organisations

We partner with external organisations to deliver programmes, online, at UCL or at other locations. For partnership working we:

Request a copy of the organisation's child protection policy and provide them with ours. A manager reviews the policies to ensure they are compatible. If any issues are identified, these are discussed, and a joint approach agreed in writing in advance.

- Ensure we have the name and contact details of the other organisation's safeguarding lead.
- Agree the process for reporting safeguarding concerns.
- Agree responsibility for any risk assessments to be carried out.
- Agree the responsibility for gaining consent and other permissions relating to confidential data.
- Confirm with the partner organisation that staff have the

appropriate training, qualifications and DBS clearance to work with children.

- Data Sharing Agreements are set up to ensure data security between parties.

When we commission an external organisation to deliver an entire project (with our involvement limited to funding and monitoring), we make it clear that the partner organisation is fully responsible for safeguarding, and we review their child protection policy.

8. Communication

Contact with children, young people, parents / carers and teachers is run through UCL staff email and online platform accounts and UCL telephone numbers, including UCL mobile phones.

No one working on activities is to share personal contact details or interact on social media with children and young people, or their parents / carers / teachers.

Our online activity falls into two categories:



1) Moderated platform activity

On some projects, UCL works with trusted partners to deliver moderated online activity through secure online platforms. This includes mentoring for young people by student workers, the ability to submit academic work and receive a grade, and moderated messaging to facilitate group work between participants, overseen by student workers.

2) Online events

UCL uses approved platforms to host online events which include live interaction between participants and staff (including AWPO staff, academic staff, external partners and student workers). These may include live or pre-recorded lectures or talks, Q&A sessions, instant messaging/chat, and collaborative work in small groups.

9. Supervision

Supervision at face-to-face events

For face-to-face events, UCL staff follow NSPCC guidance on the minimum ratio of appropriate adults to young people:

- 9 - 12 years: one adult to eight children
- 13 - 18 years: one adult to 10 children.

The AWPO child protection procedure (Appendix 4) outlines our enrolment, registration, and departure processes, and our approach to supervision and behaviour management.

Supervision at online events

For the purpose of online events, staff fit into three distinct groups:

- Co-ordinator – This is a UCL staff member with a DBS check who is supervising an online event. They will act as a platform administrator and/or a presenter during an event and have oversight of all sessions taking place.
- Administrator – This is a UCL staff member or a student worker with a DBS check. There can be more than one Administrator present, and they will act as a platform administrator and/or a presenter during an event and will assist the



Co-ordinator with tasks such as moderation of specific sessions.

- **Presenter** – This is a staff member who is working on an event (for example, delivering a presentation or answering questions) but who does not have platform administrator rights. A DBS is not required, and a Presenter should not have access to contact details of participants. A Presenter is always accompanied by an Administrator or a Co-ordinator.

The UCL AWPO ensures that staffing levels are sufficient to meet the following requirements at all times:

When any aspect of an online event is underway, a Co-ordinator is on duty and acting in a supervisory capacity. The Co-ordinator must have access to all sessions that are taking place.

Within any online session, regardless of group size or participant interaction, two staff must be present at all times and at least one of these must be an Administrator or Co-ordinator.

If there are thirteen or more participants in a group, three staff, including at least one Co-ordinator or Administrator, must be present at all times.

Staff members are not able to moderate and present at the same time. Sufficient cover should be in place to avoid this happening.

If staff numbers fall below the required level, for example, because a staff member loses internet connection and drops out of the online session, an event will be suspended or stopped completely if sufficient cover cannot be found quickly.

Our [risk assessments](#) are publicly available on our website.

10. Our professional behaviour standards

UCL staff and student workers understand that safeguarding is their responsibility, and that they are in a position of trust in relation to children and young people on our programmes;

- Follow UCL policies and procedures;



- Keep their child protection training up to date;
 - Take responsibility for their own actions and behaviour, and avoid any conduct which could lead a reasonable person to question their suitability to work with children and young people;
 - Work in an open and transparent way;
 - Treat all children and young people the same and avoid favouritism;
 - Acknowledge that false allegations of abuse are extremely rare, and that all concerns must be reported and recorded.
- When supervising student workers, UCL staff model professional conduct and give prompt, regular feedback on conduct issues as needed.
- UCL AWPO staff and student workers do not:
- Discuss their personal lives with children and young people;
 - Meet or arrange to meet children and young people or their families privately away from UCL activities;
 - Exchange personal contact details with children and young people or their families, or connect with them on social media;
 - Display discriminatory or offensive language or behaviours;
 - Engage in physical contact with children and young people (unless absolutely necessary, for example giving first aid);
 - Take gifts or money from children and young people or their families;
 - Give gifts or money to children and young people or their families.

Under the Sexual Offences Act 2003, it is an offence for a person aged 18 or over (such as a teacher, youth worker) to have a sexual relationship with a child under 18 where that person is in a position of trust in



respect of that child,
even if the relationship
is consensual.

11. Examples of causes for concern

Definitions of child abuse

A child is anyone under the age of 18.

There are four categories of abuse:
neglect, physical abuse, emotional
abuse and sexual abuse.

Information about child abuse is covered
in the EduCare module, on the [NSPCC
website](#), and in guidance from the
[London Safeguarding Children
Partnership](#).

**Note: it is not always
possible to recognise if
someone has been
abused - signs may not
be obvious.**

**UCL staff or students
are not responsible for
investigating or
deciding if abuse is
occurring, but it is
always our
responsibility to report
concerns.**

Possible signs of abuse:

- Direct disclosures of verbal, emotional, physical, sexual, neglect, or bullying, by anyone. Abuse can be current or historical. Children can be abused by other children, as well as adults;
- Third party disclosures (abuse happening to someone else);
- Saying they want to tell you something but only if you keep it a secret;
- Hints about abuse in classwork, homework or e-mentoring conversations;
- Self-harm marks, bruises, burns or other injuries;
- Signs of disordered eating, anxiety or serious depression;
- Sudden change in behaviour, for example very withdrawn when previously confident and happy;
- Serious aggression or inappropriate behaviour towards other children and young people or UCL staff;



- Worrying language such as excessive swearing or sexualised comments;
- Seeming anxious about going home, or afraid of us calling their parents;
- Talking about being pregnant, or having an older girl or boyfriend.

Note: UCL staff may occasionally have concerns about the wellbeing of a student worker, for example seeing self-harm marks or disordered eating.

We have a duty of care to our student workers. If a staff member is worried about a UCL student, they can speak to them and encourage them to use [UCL's Student Support and Wellbeing services](#).

If a staff member has a serious concern about a UCL student, they can discuss it with their manager and report it (either anonymously or with consent) through the

[Student of Concern form.](#)

Possible signs that an adult on an activity (UCL staff, student, alumni or an external individual) may have an inappropriate relationship with a child or young person:

- They are seen interacting with a child or young person on social media, or have photos of them on their phone;
- They are seen exchanging contact details or meeting them alone outside of the activity;
- They have private conversations away from the main group without other people present;
- They are overheard having inappropriate conversations, for example about their romantic life;
- They are seen giving gifts to them;
- They are seen kissing, hugging or touching them.



Possible situations that could cause an adult working on the programme to be concerned that they, or another staff member, may be at risk of allegations of inappropriate conduct:

- Behaviour that suggests that a young person is becoming attracted to a staff member, for example repeatedly trying to contact them on social media, asking for contact details, asking to spend time with a staff member privately or trying to touch them;
- Becoming concerned that a young person may have misunderstood or misinterpreted something that a staff member has said or done.

Note: these examples are not exhaustive lists. If something concerns you, but doesn't match the situations listed above, it should still be reported.

12. Responding to and reporting a disclosure

If a child discloses abuse you should:

- Remain calm and receptive to what they are telling you;
- Listen carefully without interrupting;
- Take what the child is telling you seriously;
- Repeat back to the child what they have said using their own words in order to check your understanding;
- Reassure the child that they have done the right thing in telling you;
- Reassure the child that nothing they have done is their fault;
- Explain to the child that you will have to tell somebody else;
- Complete the Concern or Incident Report Form (see Appendix 2 for flowchart of procedure).

You should not:

- Show shock, disgust or anger;
- Express any emotions towards the alleged abuser;



- Interrupt the child or ask questions to elicit more information;
- Promise that you can keep anything a secret.

How to report a disclosure:

- Use a Concern or Incident Report Form to record your concerns (you can download one from the [AWPO website](#));
- Where possible write down the child's own words: you can express an opinion relating to the child's presentation or demeanour but make it clear it is only your opinion;
- Be as specific as possible about the nature of the concern;
- Include information about dates and times and whether anyone else was present at the time of the disclosure;
- Do not ask the child to remove clothing to show injuries or marks, but you can draw a body outline to indicate the location of marks;
- Sign, date and send the form as soon as possible and within 24 hours;

- The safeguarding contact will update you that action has been taken but may not be able to share all information due to confidentiality.

13. Safeguarding reporting contacts

Every AWPO activity has an assigned on-call DSO.

Child protection concerns which do not appear to involve a potential allegation against a UCL staff member or UCL student must be reported to a DSO.

Child protection concerns which involve a potential allegation against a UCL staff member or student must be reported directly to UCL HR, with a DSO copied in.

A Concern or Incident Report (CIR) form is completed for any child protection concern. CIR forms are confidential and are securely stored.

Contact details for the UCL AWPO Designated Safeguarding Officers (DSOs) can be found on our [website](#).



Contact details for the UCL Designated Staff Safeguarding Leads can be found on the [UCL HR website](#)

14. Confidentiality and information sharing

UCL will keep records of safeguarding concerns or allegations including details of how they were resolved, details of decisions reached and how those decisions were arrived at. These records will be kept securely for 6 years in line with [UCL's data retention policy](#).

We have a duty to share information with other agencies to safeguard children. We will seek consent from the reporting child before sharing the safeguarding information confidentially to an authority or agency. However, information may be shared without consent if UCL believes there is good reason to do so on the vital interest of the child concerned, and that the sharing of information will enhance the safeguarding of a child in a timely manner. Data protection law and regulations should not be seen as a barrier to sharing information about safeguarding.

Where UCL decides to share information without consent there will be a record kept of the discussion and decision-making process to share that information.

Information should be shared on a need to know basis only, as judged by the DSO.

All information shared on a non-emergency basis will be done in accordance with departmental data protection policy.

15. Other sources of advice

Camden Local Authority:

[Children's Safeguarding and Social Work](#)

NSPCC:

[24 / 7 advice helpline and email service for child protection concerns](#)

London Safeguarding Children Partnership:

[Contact details for social care teams in London boroughs](#)



Appendix 1: Child protection procedure for AWPO events

Projects that have individual participants (not school groups):

All non-school group activities where applications are submitted to UCL AWPO, whether taking place online or in-person, must use Qualtrics forms, based on agreed templates, for gathering participants' information. Template Qualtrics forms for activities young people attend unaccompanied by a parent/carer or teacher:

- A Code of Behaviour which the parent/carer and participant agree to (required for all programmes).
- A parent/carer giving their permission for the child to take part (required for all activities for Y5-11, and for any programmes for Years 12 and 13 that last for more than one day).

Participant data, such as registers, must always be stored and disposed of securely and in line with UCL and AWPO processes.

Before taking part in non-school group activities, the following must be communicated/obtained and stored on the AWPO secure shared drive:

Information from parents/carers	Information for parents/carers and participants
For children in Year 9 and below, parents / carers must specify whether their child is allowed to travel home alone or if they must be collected. If collecting, they must provide names and mobile numbers of the individuals allowed to collect the child.	Details on registration and end of day pick up procedures and locations
Any mental or physical health, faith or dietary requirements.	If relevant, maps, travel directions, catering info (including if UCL will provide free meals/snacks).
Parents/carers are asked to give any relevant details of how we can best support their child during the programme. For example, any reasonable adjustments that could increase accessibility.	Contact details for the project (this should be a UCL MS Teams or mobile phone number and shared inbox).
	Timetable including any details of offsite trips or unusual activities outside of normal classroom activities, for example lab visits or overnight stays.
	Travel arrangements if UCL is organising this.

Registration and pick up processes for in-person activity where young people are unaccompanied.

UCL is not responsible for children and young people when they are travelling to and from UCL. We are responsible for them from the moment they register at UCL until the end of the activity, whether on the UCL campus or at external sites such as museums and theatres.

- Young people must always sign in at one identified registration point before they join any groups or activities. If a young person does not arrive, a designated staff member will call

their parent or carer to find out whether they are attending. Reasons for absence will be recorded, as well as non-responses.

- A staff member must remain at the registration point after the start time if any late arrivals are expected. If a child tells us by phone that they are running late, but do not arrive, the staff member should follow up and alert the parent/carer if necessary. If a child doesn't arrive and the staff member cannot get through to anyone by phone, they should send a follow up email to the child's parent or carer to notify them they have not arrived.
- Young people who are not on the list may try to attend (for example friends of other participants). AWPO staff must explain to these young people why they cannot attend, and they will be turned away. It may be appropriate to ask the young person to call their parent/carer so that the staff member can explain the situation to them.
- If a participant in Year 11 or below needs to leave before the end of a scheduled activity, their parent or carer should email or call the AWPO staff member in advance to explain that they give permission for their child to leave early. If this is not possible, the child should speak to the AWPO staff member on the day. The staff member will call their parent or carer from the AWPO mobile, using the contact details provided when the child applied for the programme, and will obtain verbal consent for them to leave UCL at a set time.
- At the end of a scheduled activity, children in Year 10 and above can leave when given permission to do so by UCL staff. For children in Year 9 or below, their parent/carer must have given consent for them to leave unaccompanied. If participants need help in finding their way off campus and to the nearest bus stop, for example, WP staff must guide them.

Supervision during in person activities

The staff member running an activity will brief and debrief the team working the event.

Expectations should be set in the first session of an in-person event or activity, and reiterated on subsequent occasions, if the activity is ongoing. Specific housekeeping arrangements should be announced, and participants should be reminded of the key points of the Code of Behaviour, to include:

- "Please follow any instructions from UCL staff or UCL Student Ambassadors and stay with the group at all times.
- Engage with the activities. Listen, and contribute your thoughts and questions at the appropriate times.
- Show respect and kindness to classmates, staff and students.
- Do not use offensive or discriminatory language or discuss inappropriate subjects not related to the session topic.
- Don't ask for the contact details of adults on the programme or try to contact UCL staff and students through their personal emails or social media accounts. UCL staff and students must not contact you through their personal email or social media accounts.
- We hope you enjoy the event but, if you do have any concerns, please do tell an adult you trust and contact UCL staff.
- Anyone who does not abide by our Code of Behaviour may be asked to leave the activity and their parent/carer and school will be contacted."

During an in-person activity, supervision arrangements, as set out in the AWPO child protection policy, must always be followed.

- Staff and Student Ambassadors (SAs) must ensure that they are never alone with a young person and should stay in groups or ask another staff member to accompany them.

- SAs and staff must always have a register with a list of children in their group and know if they are present or absent that day.
- Group leaders must run head counts of their group at regular intervals, and before moving between locations.
- If they cannot find a child, they must alert the activity staff team immediately, check if the child is with another group, then retrace their steps. If the child is not found, the group leader should phone the child. If they cannot be contacted and remain missing, staff should contact the DSO.
- If a young person needs to go to the toilet, an SA can escort the group and wait outside to escort them back.
- Some young people may need to pray. Appropriate breaks for prayer should be planned into timetables. Young people who need to pray should be gathered in one group and escorted by two SAs to the prayer room, and then escorted back.
- If a young person becomes ill during an activity, staff should provide first aid, if appropriate. If they recover, the young person should be encouraged to re-join the group if they feel able to do so. If the young person is too ill to re-join the activity, an AWPO staff member will call their parent or carer to inform them and can either send them home (with consent from the parent/carer) or wait for their parent/carer to collect them.

If first aid, the emergency services or other support is required, UCL Security should be contacted:

- From an internal UCL phone, dial 222 for UCL Security.
- From an external phone or mobile, call +44 (0)20 7679 2222.
- Contact UCL Security via the [UCL SafeZone app](#)

Challenging behaviour or inappropriate comments should be dealt with immediately, which may involve:

- Issuing a general reminder to all participants, or an individual, of expectations and asking them to abide by the Code of Behaviour.
- Asking a participant to move seats or groups if they are causing disruption to others.
- Asking a participant to accompany staff away from the group so that there can be a discussion about their behaviour, what may be causing it, and possible consequences if the behaviour continues.
- Reconfiguring groups to minimise confrontation or disruptive behaviour.
- Contacting a parent/carer or teacher to discuss the behaviour.
- Where there is a serious or repeated breach of the Code of Behaviour, the situation should be discussed with the DSO.
- Following discussion, a participant may be removed from the activity permanently and sent home, after staff have notified a parent/carer and made arrangements for this to happen.
- The need for any additional actions such as an announcement to the rest of the group, notification to schools, signposting to sources of support, or a change to future procedures should also be discussed with the DSO.

Supervision on residential programmes

A training event is run before all residentials, covering detailed logistics and reviewing child protection procedures with the student worker and staff team.

- In overnight accommodation, corridors are mixed sex, and only accommodation with ensuite bathrooms is to be hired. All participants, staff and student staff have a private room, there are no shared bedrooms.
- UCL staff and students must not go inside participants' bedrooms unless absolutely necessary. They must knock and ask the young person to come to the door if necessary (for

example for morning wake up calls). If a staff member or student worker does need to go into a young person's bedroom (for example if the young person is ill and needs assistance), they must make sure another adult is present.

- A minimum of two members of AWPO staff must stay overnight in halls to supervise residential programmes. There must be one member of staff (including student workers) for every 10 students. For every 40 students, at least one of the members of staff must be an AWPO staff member. (For example, with 120 participants, 12 staff members are needed to stay overnight; three AWPO staff members and 9 student workers).
- Personal details enrolment forms ask participants to provide any information that will make their experience more comfortable, for example bathroom arrangements, or pronouns.
- If participants become anxious or ill, they may need to leave activities to return to the halls of residence or seek medical attention. Two adults (to include at least one AWPO staff member) must escort a participant to a doctor's surgery, hospital or the halls of residence. The escorting staff member must keep in contact with the parent/carer and AWPO management team to update them on the situation.
- If participants are required to leave the summer school early, then AWPO staff must communicate regularly with their parent/carer. AWPO staff will make travel arrangements and two adults (including a member of AWPO staff) will take the participant to the station.

Registration at online events

Only those registered on the programme may be admitted to an online activity and no personal details of participants (other than first name and initial of surname) should be visible to others. Following registration, specific housekeeping arrangements should be announced, and participants should be reminded participants of the key points of the Code of Behaviour, to include:

- "Please follow any instructions such as muting a microphone or turning off your camera.
- Do not share your contact details or identifying information such as your last name, email address or the area you live in. Do not ask for anyone else's contact details.
- Don't try to contact UCL staff and students or your fellow participants through their personal emails or social media accounts. If someone tries to contact you, please tell an adult you trust and inform UCL staff.
- Make sure there is nothing to identify you, or that could be offensive in view on screen.
- Do not take photographs of the screens or share any images of the online session.
- Do engage with the topic and show respect and kindness to classmates, staff and students.
- Do not use offensive or discriminatory language or discuss inappropriate subjects not related to the session topic.
- We hope you enjoy the event but, if you do have any concerns, please do tell an adult you trust and contact UCL staff.
- Anyone who does not abide by our Code of Conduct may be removed from the session or the programme."

Staffing in online sessions:

There must always be a Coordinator on duty when an online session is taking place. All sessions (or breakout rooms) must have a minimum of two staff present and at least one of them must be a Coordinator or Administrator. Where more than 13 children are present at a session (or in a breakout room), there must be a minimum of three staff present and at least one of them must be a Coordinator or Administrator.

Number of participants in an online "room"	Minimum number of staff required to be present at all times	Minimum number of total staff members present who must be a Coordinator or an Administrator	Number of Coordinators required to be on-duty
12 or less	2	1	1
13 or more	3	1	1

Supervision during online sessions

Supervision arrangements, as set out in the AWPO child protection policy, must always be followed.

- Challenging behaviour or inappropriate comments should be dealt with immediately, which may involve issuing a general reminder, muting or removing a participant.
- Where possible, inappropriate typed comments should be deleted by the Co-ordinator/Administrator, or a participant should be asked to delete their own comment.
- Comments that are inappropriate but in a silly or low-level way should be dealt with by reminding all participants to "Please keep comments polite and on topic". If the inappropriate comment was written in the chat, staff can add "Anyone who feels they may have written an inappropriate comment, please delete it".
- In the case of repeated or extreme inappropriate comments or behaviour (for example, a discriminatory remark or sharing contact details) it may be necessary to interrupt a session to halt the behaviour, remove a participant and/or remove any comments from view. The person moderating the chat, or another appropriate staff member, should make a short announcement: "There has been a breach of the Code of Conduct, and we need to pause this session now. We hope to restart it very soon and will be in touch via email". Staff should then restart the session as quickly as possible (with a new link, if necessary). The person who has been abusive should not be given access.
- An apology should be issued to participants, if appropriate, e.g. "We are very sorry that you had to hear that abusive language, we have a zero-tolerance policy when it comes to discriminatory language or actions. We will be following up with this situation and reviewing our processes. If you feel in need of additional support, please speak to a trusted adult, such as a teacher, parent or carer. We are very pleased that you have been able to re-join the session".
- When a session is interrupted in this way, the incident should always be discussed with a DSO to decide on any additional action needed (e.g. contacting a school, a change to our procedures or, in the case of an ongoing programme, a discussion with the participant concerned).

Visits from groups supervised by schools or other organisations

- UCL does not need to collect parent/carer consent forms for events organised as group visits with schools or other organisations.
- UCL does need to collect any mental or physical health, faith or dietary requirements of visitors from teachers/organisational staff in advance.
- UCL /AWPO staff will register school groups and total numbers on arrival. Staff from the school or organisation arranging the visit are responsible for their students throughout their visit, and while travelling to and from UCL.

- For activities such as campus tours where teachers cannot be present with all groups, UCL staff/student workers are responsible for supervision until participants re-join the main group. A ratio of one adult to eight or ten participants (dependant on age, see Section 9 of the Child Protection policy) will be maintained at all times. The person leading the activity should ensure the group stay together and ensure good health and safety practices. If any concerns arise, the person leading the activity should inform either more senior UCL staff, or the teacher(s), as required.

Family groups

- Where young people attend with parents or carers, the parent/carer is responsible for their child throughout the visit.
- Only visitors registered in the application process may attend and UCL will collect the mental or physical health, faith or dietary requirements of all visitors in advance.
- If there are any sections of the day when parents/carers and children separate for different activities, UCL staff/student workers are responsible for supervision until participants re-join their family members. Our usual supervision levels are maintained and the person leading the activity should ensure the group stay together and ensure good health and safety practices.

Appendix 2: Flowchart - Report a child protection concern



I am concerned about the behaviour of a UCL staff member or a UCL student on an AWPO-funded activity

Or

I am a UCL staff member or student worker concerned that an allegation could be made against me

Record what has happened on a [Concern or Incident Report \(CIR\) form](#). Give specific dates, locations, observations, who was present, and what was said in person's own words.

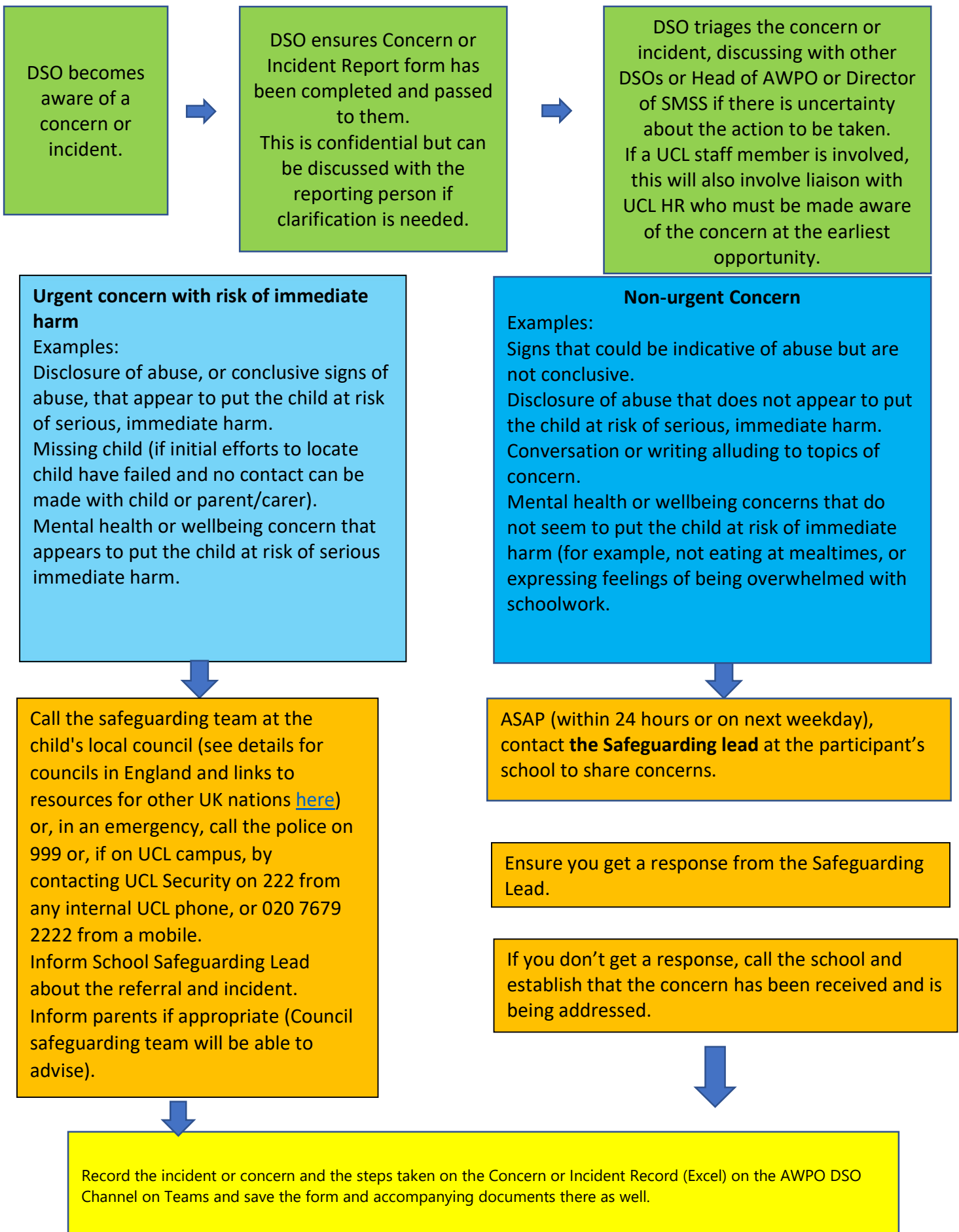
Email CIR form to a UCL HR Safeguarding contact, and also copy in a AWPO DSO -
UNLESS it is outside normal office hours and you feel it is too urgent to wait until the next working day, in this case:
[Contact AWPO DSO if you can;](#)
[or call Camden social services;](#)
or in an emergency call the police (if on campus, do this via [UCL security services](#))

Make sure your report is acknowledged: if not, escalate to other safeguarding contacts until you get a response

Do not discuss with anyone apart from safeguarding contacts

Hearing about abuse can be upsetting. If you need support, you can call the staff or student helplines if you are a UCL [staff member](#) or [student](#), both helplines are 24 hours / 365 days a year

Appendix 3: DSO Flowchart



Appendix 4: Guidance for staff working in UCL academic departments

The following sections of the Child Protection Policy are points that must be followed by UCL academic departments if a member of AWPO is to support the initiative as a DSO.

1. Scope
2. Context of our work with children and young people (FYI)
3. Supporting documentation and other UCL policies
6. Safeguarding information for one-off presenters on AWPO activity
7. Safeguarding for external organisations
8. Communication
9. Supervision
10. Our professional behaviour standards
11. Examples of causes for concern
12. Responding to and reporting a disclosure
13. Safeguarding reporting contacts

Departments must complete all actions in the check list in Appendix 5 and share this with AWPO in order to obtain DSO support.

Appendix 5: Child Protection Checklist

This checklist is for Academic departments running initiatives with DSO support from AWPO.

It is the responsibility of the project-lead to ensure all those involved in the initiative are trained, checked and have access to the information they require depending on their role. Please only mark completed when everyone involved is checked, trained and ready to work.

Action	Notes	Date Completed
All UCL staff working on activity involving young people complete the UCL Child Protection Module .		
Where activity involves four or more interactions with the same cohort of young people (regulated activity) UCL staff and student workers must complete the Educare module.		
Staff and students working on a regulated activity require an Enhanced DBS check with UCL (including a check of the DBS Children's Barred List.)		
All staff who have administrator rights on an online platform and are carrying out tasks that require them to have access to participant contact details on an AWPO activity must have received child protection training and have a clear Enhanced DBS check with UCL (including Children's Barred List).		
Complete the staff code of conduct form		
Have access to a Concern or Incident Report Form throughout the delivery of the project	Available from the AWPO website	
Have the contact details to hand for the DSO for your initiative		
Have access to the reporting flowchart	Appendix 2	