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**Online Working RISK ASSESSMENT for Vulnerable Adults and Children**

This risk assessment should be used in conjunction with a Safeguarding Policy. Those overseeing work experience, child or vulnerable adult placements or volunteering opportunities should be suitable for the role and have at least one reference checked. It may be appropriate for that person to also have a DBS check. Children, young adults and vulnerable adults should receive an induction and should be aware of the dangers of working online. *Please read this risk assessment carefully and change any of the details as needed especially if a section is highlighted. It is important that you have considered the risks and considered each event, volunteering opportunity or placements carefully*. Follow these guidelines when asking children and/or vulnerable adults to undertake activity:

* Children should be aware that online activity can be accessed by a great many people, not all of whom are safe. Communications between children and vulnerable adults needs to be considered carefully. You do not want to communicate via Zoom with a teenager if they are in their bedroom or if they are dressed inappropriately for example! Of course when we communicate remotely it can be difficult to know what we will be faced with. This means communication between museums and children aged 16+ or vulnerable adults needs to be planned carefully.
* Communications via ‘Zoom’ should only be done with children 16 years and older. Careful considerations need to be made if you are undertaking work with children and/or vulnerable adults using any kind of video conferencing/video calls.
* Giving young people or vulnerable adults access to systems and social media logins may be important for our future working. Nevertheless, this information should be carefully managed – you wouldn’t give out keys without keeping record! You must password protect private information. It is recommended that children are 13+ when they undertake this sort of volunteering.
* When this risk assessment states that ‘Museum staff/volunteer manager/ work experience manager will check museum/heritage organisation social media activity…’ this indicates that any social media done by children or vulnerable adults on behalf of an organisation should be checked.
* You or anyone in your museum team should not be looking at personal information of children or vulnerable adults via platforms such as Facebook. Please don’t be tempted to try and do any online ‘research’ about young people who might be undertaking volunteering/work experience with you.
* Only give access when relevant and keep your information up to date.
* An important part of working safely online is to check what has been posted and to be aware of the activity of young people or vulnerable adults. You may not always know how they’ve achieved something – an animated slideshow of your galleries for example, but make sure you keep an eye on what’s happening, and be alert anything suspicious.
* Do not invite children (anyone under 18) to join a museum WhatsApp chat.
* Only allow children 13 years and older to engage with social media and online volunteering tasks. At 13+ children can do social media posts, Instagram posts, tweets and/or putting information on public platforms using generic museum identifiers/handles.
* Only engage in video conferencing calls with children 16+ and always in public spaces and in professional clothing.

**Site Location: *To be filled in* Date of Assessment: *To be filled in* Name/Signature of Assessor: *To be filled in***

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| **ACTIVITY** | **HAZARD** | **PERSONS**  **EXPOSED TO RISK** | **RISK POTENTIAL** | | | **CURRENT CONTROLS** | **CURRENT RISK** | | | **CONTROLS TO REDUCE** | **FUTURE RISK** | | | **ACTION** |
|  |  |  | **H** | **M** | **L** |  | **H** | **M** | **L** |  | **H** | **M** | **L** |  |
| **Using social media** | **Revealing personal information which might be used to groom, abduct or abuse** | **Children 13+ and vulnerable adults** | **x** |  |  | **Child/vulnerable adult should not post pictures of themselves with information such as names or address.** |  | **x** |  | **Museum staff/volunteer manager/ work experience manager will check museum/heritage organisation social media activity *weekly/daily.*** |  |  | **x** | **Any online information sharing should be generic or done after completing work experience/**  **volunteering placements and shouldn’t include names of children.** |
| **Using social media** | **Bullying, harmful language, racist or sexist abuse leading to emotional and psychological harm** | **Children 13+ and vulnerable adults** | **x** |  |  | **Children/**  **vulnerable adults should be given anonymous generic identifiers or use the museum identity/**  **handle.** |  | **x** |  | **Museum staff/volunteer manager/ work experience contact will check social media activity *weekly/daily.*** |  | **x** |  | **In the event of online abuse, a prompt response should include informing parents or carers; providing support for the child or vulnerable adult and contacting the relevant authorities. In cases of racism or threatening language this should include informing the police.** |
| **Using social media** | **Revealing personal information which might lead to abduction, sexual or physical abuse or online grooming** | **Children 13+ and vulnerable adults** | **x** |  |  | **Children/**  **vulnerable adults should be given anonymous generic identifiers or use the museum identity/**  **handle.** |  | **x** |  | **Museum staff/volunteer manager/ work experience manager will check social media activity *weekly/daily.*** |  |  | **x** | **Students should not engage in private chats with individuals or answer personal questions online. All volunteering should be done in ‘public’ online forums or pages.** |
| **Using social media or shared networks** | **Give private information to those who mean harm or abuse** | **Children 13+ and vulnerable adults** |  | **x** |  | **Ensure any remote social media engagement is done on a private network or VPN. Not in a café or library (unless the device is secure).** |  |  | **x** | **Children/vulnerable adults should understand that passwords and any access to museum accounts should be taken seriously and museums should only allow access during placements.** |  |  | **X** | **Maintain contact with volunteer and check that they are using secure networks. Password protect sensitive or private information.** |
| **Remote contact with children aged 16+ via video conferencing** | **Accessing or using private spaces to harm others, dangers would include sexual and emotional abuse.** | **Children 16+** |  | **x** |  | **Contact between museums and volunteers is recommended but all video or phone conferencing should be done in work/shared spaces. E.g. a work office.** |  | **x** |  | **Meetings should be prearranged and parent/carers should understand that they need to be present. Children should be advised on appropriate dress and places they should ‘meet’.** |  |  | **x** | **Parents/carers should remain in the same space as any video or phone call. They don’t need to be on the ‘call’ but should be in the same room. E.g. preparing dinner whilst student speaks to museum in same space** |
| **Contacting children and vulnerable adults remotely via video conferencing** | **Accessing or using private spaces to harm others, dangers would include emotional, financial or sexual abuse.** | **Vulnerable adults** |  | **x** |  | **Contact between museums and volunteers is recommended but all video or phone conferencing should be done via carers or relevant institutions, homes or formal care centres.** |  | **x** |  | **Vulnerable adults will only be given museum/business numbers as contacts. Online meetings will take place in shared spaces with more than one other person.** |  |  | **x** | **In the case of vulnerable adults living alone or in family spaces, museums should contact them when concerned for their safety or wellbeing, or when prearranged ‘safe’ meetings can take place.** |
| **Working remotely on shared systems** | **Revealing passwords and giving others access to shared drives endangering children or vulnerable adults.** | **Vulnerable adults and children 13+** |  | **x** |  | **All should have an induction and be provided with either a temporary account or with a generic password that has limited access.** |  |  | **x** | **Personal information e.g. emergency contacts or work experience information should be kept in password protected files.** |  |  | **x** | **Personal information should only be kept when needed, and records updated annually.** |
| **Using social media** | **Posting images or using language that might be misinterpreted or used to harm.** | **Children 13+ and vulnerable adults** | **x** |  |  | **Children and vulnerable adults should be given clear guidance around the possible misuse of selfies and personal images etc…** |  | **x** |  | **Imagery and materials should be supplied by museum/organisation, or when created by students should be checked by museum prior to posting/using.** |  |  | **x** | **Museum staff/volunteer manager/ work experience contact will check social media activity *weekly/daily.*** |
| **Using social media** | **Opening emails, downloading harmful software or opening links leading to upsetting images, sexual content or harmful language** | **Children 13+ and vulnerable adults** |  | **x** |  | **Children/ vulnerable adults should be reminded that they should not open emails in junk mail (unless they know the source) or open unknown links or files.** |  | **x** |  | **Children/vulnerable adults should be reminded that they should not share posts by others or open links in social media that might lead to harmful/upsetting content.** |  |  | **x** | **Museum staff/volunteer manager/ work experience contact will check search histories and social media feeds weekly/daily.** |
| **Using the Internet** | **Internet searching leading to upsetting images, sexual content or harmful language** | **Children 13+ and vulnerable adults** |  | **x** |  | **Children/ vulnerable adults should be reminded that they should not search using inappropriate language or attempt to find inappropriate content.** |  | **x** |  | **It may be relevant to manage firewalls and limit access to certain online content.** |  |  | **x** | **Museum staff/volunteer manager/ work experience contact will check search histories and *weekly/daily.*** |
| **Using chat platforms such as WhatsApp** | **Exposure to inappropriate language and/or content** | **Vulnerable adults** |  | **x** |  | **Explain to vulnerable adults that WhatsApp chats can be a great way of sharing information however it also means lots of people will have your phone number.** |  | **x** |  | **Make sure that WhatApp chats are managed by a named trustee and overseen by the DSO who should scan for inappropriate content.** |  |  | **x** | **It may be necessary to speak to a carer prior to inviting a vulnerable adult to join a WhatsApp group. If that vulnerable adult has the thought processes and understanding of life equivalent to child (under 18) you may feel that it isn’t a safe environment for them to be in.** |