

**NORTH LINCOLNSHIRE MUSIC SUPPORT SERVICE
DIGITAL SAFEGUARDING POLICY AND PROCEDURES
(DURING THE COVID 19 OUTBREAK)**

SAFE WELL PROSPEROUS CONNECTED

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Introduction

North Lincolnshire Council Music Support Service (MSS) strives to adopt the highest possible standards to ensure the safety and welfare of all children learners and staff.

The adoption of this policy and procedure aims to facilitate the management of risk associated with our duty to protect children learners while they are receiving music lessons from MSS via Google Classrooms and Google Hangout/Meet during the COVID 19 outbreak.

MSS Digital Safeguarding Policy Statement

MSS are committed to providing safe and secure digital learning for all our children and young people so that we can continue to offer the highest quality music education, helping children to learn, be inspired, and gain enjoyment through music and song.

The MSS Digital Safeguarding Policy applies to all staff and tutors working on behalf of MSS.

This Policy has been written in response to the COVID 19 outbreak and to ensure continuation of the Music Service during lock-down.

The Policy aims to ensure that while the MSS continues to provide music lessons via Google Classroom that:

- children and young people are protected from harm and abuse
- children and staff feel safe
- everyone is aware of their responsibilities for safeguarding
- staff know what to do if they are worried or have concerns

This policy provides a framework for staff and tutors to protect all child learners and keep them safe while receiving music education from the MSS. This policy should be read in conjunction with the NLC Participation & Achievement Safeguarding Policy which outlines other areas of safeguarding such as definitions of abuse, whistle blowing, safer recruitment etc.

During this time, Tutors from MSS will be governed by the same, strict guidelines when delivering lessons online as they are when delivering lessons on school premises.

All MSS tutors have an up to date, enhanced CRB/DBS clearance and all staff have regular safeguarding training and adhere to strict North Lincolnshire Council regulations.

The Department for Education's statutory guidance **Keeping Children Safe in Education** obliges schools and colleges in England to "*ensure appropriate filters and appropriate monitoring systems are in place. Children should not be able to access harmful or inappropriate material from the school or college's IT system*"; however, schools will need to "*be careful that 'over blocking' does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.*"

This principle is important when balancing the needs of young people and education in the 21st century with concerns that may arise about online tuition.

Online Safety - Google Classrooms and Google Hangouts/Meet

MSS has been working with NLC Adult Education and Community Learning in providing a way forward for Music Tutors to continue delivering music during the Covid 19 outbreak and together we have chosen to use Google Apps for Education. This enables us to use Google Classroom and Google Hangouts/Meet for delivering classes.

Google classroom is used by tens of millions of students and teachers around the world and we believe that this platform provides a suitable learning portal for pupils and staff.

How it will work

During the COVID-19 MSS lessons will be delivered from the tutor's home or from school practise rooms. This has been approved by North Lincolnshire Council.

Children will need a lap-top or a computer with a webcam to take part. They will use a specific log given to them by their Music Tutor to access the MSS Google Classroom. Once they have logged in for the first time, they have the opportunity to change their password to something that only they will know.

We have been able to set up these accounts using a child's name only. No other information has been used to set up these accounts or shared with us. Once your child has accessed Google Classrooms only they and their tutor will access this area.

Through this process, tutors will be able to set practice papers on Google Classrooms, and interact with your child in their own home through Google Hangouts/Meet. Google Hangouts/Meet allows the Music Tutors to have video calls with their students and so enabling them to teach in a similar way to being taught in school.

Additional safeguarding measures

In developing this new way forward for the MSS, we have put additional safeguarding measures in place, these are:

- 1) The child's classroom will only be accessed by the children in the group and the tutor. However, the first couple of weeks of operation the MSS Manager will have access to all the accounts and will carry out an appropriate level of monitoring to ascertain the quality and appropriateness of teaching.
- 2) All video calls will be recorded. The recording of the video calls will be the responsibility of the Music Tutor and all calls will be stored on the tutor's drive that will be secured by 2 step verification. Everyone who is attending the Google meet will be prompted to give consent for the meet to be recorded before any recording starts. Again, this is for the purposes of being able to carry out a thorough investigation should an incident/allegation occur. These will be kept until the autumn term the following year and then deleted.
- 3) Should an incident or allegation occur the MSS Dedicated Safeguarding Lead would be invited to access the accounts so that a proper investigation can take place.

Keeping of Records (Data Protection)

MSS is part of North Lincolnshire Council and its full Data Protection and Confidentiality policy can be found on the website: <https://www.northlincs.gov.uk/your-council/about-your-council/information-and-performance/information-governance/data-protection-and-privacy/> and the Records Management Policy on the website: <https://www.northlincs.gov.uk/your-council/about-your-council/information-and-performance/information-governance/records-management/>.

As already stated, all lessons and recordings of videos will be kept and stored on the teachers drive. This is a secure area with 2 step verification. These can only be accessed by the Music Tutor **unless** a Manager or Dedicated Safeguarding Lead is invited to view them, so to ascertain appropriateness of behaviour and quality of teaching.

At the end of each academic year we will delete all record of your child's learning on Google Classrooms. MSS will not retain any data.

Staff Procedures for the use of Google Hangouts

Home – Lesson Environment

Music tutors must ensure that the room that they are teaching in is appropriate e.g. not a bedroom: All personal objects e.g. photographs etc should be removed and there should be nothing that can be used to identify the location of the tutors home.

Family members should avoid entering the room while a recording is taking place, however if a sibling should interrupt and will not leave, the music tutor will try to control the situation and continue with the lesson. It is the responsibility of the parent/carer to ensure family members do not interrupt the lesson.

Behaviour – Tutors must wear suitable clothing; Language must be professional and appropriate

One to one and small group Lessons & Recordings

Before the lesson:

- 1) Music tutors will send an email to the child's Google apps email so they can see what time the meeting will be. They can then click on that link and join the meeting at the appropriate time.
- 2) Music tutors will present a 'holding screen' in front of the camera for 5 minutes prior to the start time. (*The 'holding screen' is a piece of paper which says that 'the lesson will start soon', placed in front of the camera, to stop the child seeing the Music Tutor before they are ready to start the lesson properly*)
- 3) Start recording the meet whilst the 'holding screen' is displayed (as demonstrated in the attached tutorial: <https://www.youtube.com/watch?v=p9MMJfHlcDM>)

- 4) Once the children have joined the meeting you can remove the 'holding screen' and begin the lesson.

After:

- 1) Ensure you are the last person in the meet. Remove students from the meet if necessary (as demonstrated in the attached tutorial)
- 2) Return to the meet 1 minute after leaving to ensure that no students have re-joined the meet

Responsibilities of Children and Parents

Parents can access an overview of Google Classrooms through https://www.youtube.com/watch?time_continue=218&v=2lowi-gmbys&feature=emb_logo

Children and Parents are required to sign an agreement to state that they agree to the terms of our Policy and Procedures before a child can access MSS Google Classrooms. *(This can be done directly with the tutor or via the schools).*

Lessons using Google Hangouts/Meet should take place in an appropriate room e.g not in a bedroom. Parents can stay in the room with their child while a lesson is taking place. Recording will not stop when an additional family member, such as a sibling, interrupts a lesson. It is the responsibility of the parent/carer to ensure that additional family members avoid entering the room while the lesson is taking place.

Children (and parents) must wear appropriate clothing; Language must be professional and appropriate

Children signing up to this service are expected to:

- Arrive at their lesson in a timely manner
- Behave in a safe and responsible way
- Use Google Classrooms and Google Hangout/Meet for educational purposes only

Children using Google Classrooms should not:

- Use someone else's login details or share your own
- Attempt to circumvent or "hack" any systems
- Use inappropriate or unacceptable language
- Do anything that could damage the reputation of the MSS
- Download anything inappropriate or install any programs

Breaching these Rules may lead to:

- Withdrawal from this service

Responding to issues

It is important that any incidents are dealt with as soon as possible in a proportionate manner.

Any concerns around the misuse of ICT must be reported to the Dedicated Safeguarding Lead (DSL) for the MSS (see contact details below).

Where it is suspected that any misuse might have taken place by a Music Tutor this will be investigated by the DSL in the first instance. Depending on the nature of the misuse appropriate action will take taken following North Lincolnshire Council's disciplinary procedure.

Where an allegation has been made against a child learner around inappropriate behaviour an investigation will take place by the DSL and the Safeguarding Officer for the school. The outcome of the investigation will decide what will be the appropriate course of action and depending on the nature of the misuse the child could be suspended from receiving any further music lesson classes from MSS Google Classrooms.

Contacts

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