

Dovedale Centre
Perry Common Rd
Birmingham
B23 7AT

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Centre Leader: Charmaine Parry

29th April 2020

Dear Parent/Carer,

We are writing you to inform you about the use of Zoom for various types of meetings. As we spend more time with school being closed and in lockdown, we are looking for various ways to meet the needs of our young people and their families. Zoom is one of the World's leading video conferencing providers. It has a number of features, including video and audio communication, closed caption messaging and screen sharing. It has a high degree of functionality and is relatively easy to operate. It has also recently updated its features, providing security even with the most basic packages.

We would like to use Zoom to carry out Annual Review meetings for children and young people with ECHPs, which will allow a number of participants to attend and contribute to the meeting. We would also like to use Zoom to carry out a social 'get together', such as a Centre quiz involving staff, pupils and their families. There may be other occasions when Zoom can be used; these will be considered and approved on a case by case basis.

There are a number of Safeguarding guidelines we would need our staff as well as yourselves to follow in order for these meetings to safely take place:

Set up

- Prior to the meeting, the parent/carer will give consent via email for the meeting to take place. Without this consent, the parent/carer and their child will not be able to participate in the meeting.
- The meeting will be set up by the member of staff leading the meeting, following receiving consent.
- The invitation to the meeting will be sent to the parent/carer's email address or mobile phone number. This will include the meeting ID number and a password.
- The details of the call; the meeting I.D and password, should not be shared with anyone outside of the meeting.

During the call

- If your child is involved in the call, they must be dressed appropriately, i.e. fully dressed and not in night clothes.
- Consider where you would like the video call to take place and avoid personal information being on display. Video calls should not take place within a pupil's bedroom.
- Participating adults should refrain from drinking alcohol and smoking during the meeting.
- The Waiting Room function will be utilised during video calls. This enables members of staff to vet everyone who seeks to join a video call. If there is any doubt about their identity, they will not be allowed to enter the virtual meeting room.
- If the pupil displays behaviour which cannot be effectively managed during the video call, the member of staff will inform them and end the call. This behaviour will then be discussed with the parent/carer on the phone to determine if it is appropriate to continue with the video call arrangement.

Joining instructions

- Zoom may be accessed from all web-enabled digital devices, including desktop computers, laptops and tablets. Although it may be accessed via smartphones, the size of the screen makes them less than an ideal choice.
- You or your child do not need to sign up for a Zoom account – you are able to join Zoom meetings on an ad hoc basis.
- Depending upon the device used, Zoom may be accessed by going to the website <https://zoom.us> or by downloading the Zoom App.
- Whichever method you uses, you will see a button entitled 'Join a meeting'. Press that button shortly before the meeting is due to start.
- Enter the Meeting ID of the meeting you are about to join. This is a 10-digit number which will have been emailed or messaged to you by the staff member organising the meeting.
- You will then be asked to enter a Meeting Password. This is a 6-digit number which, like the Meeting ID, is unique to the meeting would have been sent to you via the member of staff.
- You will then see footage of yourself on the screen, and you will be asked whether or not you wish to 'Join with video'. You will need to confirm this by pressing the button.
- The screen will then go black, save for the message 'Please wait, the meeting host will let you in soon'. You are now in the Waiting Room. The member of staff will call you when everything is ready.
- When you are admitted, you will be asked to join the meeting's audio system. Please do so.

- You will then be a full participant in the meeting. What you do and can will be seen and heard by others.

After the call

- All meetings will be noted on our system (Arbor), as we do for all phone calls normally.
- If any safeguarding concerns became apparent during or as a result of the video meeting, this will be communicated with the Designated Safeguarding Lead (DSL) in the normal way.

The School takes safeguarding and online security extremely seriously. We have a number of policies and protocols which would apply to the use of Zoom video conferencing platform, including the Safeguarding and Child Protection Policy (and COVID-19 Addendum); Data Protection Policy and Working from Home Policy. These policies are available on our website and if you have any questions regarding these please don't hesitate to contact me.

Zoom is a communications tool which, because it is web based, has the potential to be misused by those who intend others harm. We never regard any such tool as invulnerable to such misuse. We are always alive to the risks they might pose to children, parents and staff, and we think very hard about how those risks can be minimised. But such risks need to be weighed against the potential benefits of using the tools. In common with many other schools in the UK and the wider world, we take the view that the risks are acceptable and manageable. We hope that this letter has been able to explain how they are being managed, and what parents and pupils need to do to play their part in that process.

We hope that in this way we can continue to support you and your child during this time.

Yours Sincerely,



Lisa Valentini

Assistant Principal, Safeguarding & Inclusion

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