



## Skills & Volunteering Cymru (SVC) Risk Assessment

<b>Project: Zoom Video Chat Platform</b>	<b>Date of Risk Assessment: 27/04/2020</b>
<b>Staff member completing Risk Assessment: Emma Dixon</b>	<b>Date of next review: 27/05/2020</b>
<b>Staff Signature: E.Dixon and A.Earls</b>	

		Consequences		
		Minor (3)	Moderate (2)	Major (1)
Likelihood	Probable (A)			
	Possible (B)			
	Improbable (C)			

Key	Green – Low Risk	Yellow – Medium Risk	Red – High Risk
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<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>Initial Risk Level</b>	<b>Risk Control Measures</b>	<b>Current Risk Level</b>	<b>Any further action required?</b>	<b>Action Officer (Follow up date if required)</b>
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<p>Offensive/Inappropriate Behaviour by Participants</p>	<p>All attending the session could be offended, or put at risk due to inappropriate behaviour.</p>	<p>B1 (Possible/Major)</p>	<ul style="list-style-type: none"> <li>- SVC organises Digital Activities for Innovate Trust beneficiaries as requested by our funding partnership. To ensure the safety of participants SVC pays for a monthly subscription which allows additional security functions (in comparison to the free version of zoom).</li> <li>- All zoom sessions require a specific meeting ID and are password protected.</li> <li>- The meeting ID and password are only shared with Innovate staff &amp; beneficiaries - through email addresses, the Innovate Insight App (which requires authorisation to create an account and access) or through Innovate Trust's secure 'People HR' system (requires staff contact details to access).</li> <li>- An Innovate Trust employee will be present at all live sessions, and will either 'host' or 'co-host' the session – to ensure they are able to monitor participants.</li> <li>- All zoom session will have a waiting room facility enabled, the Innovate employee hosting, or co-hosting the session is responsible for admitting participants.</li> <li>- After 15 minutes, all zoom sessions will be locked, to ensure no one else is able to join the session.</li> <li>- The Innovate employee who is hosting, or co-hosting the session, is</li> </ul>	<p>C3 (Improbable/Minor)</p>	<p>Innovate Trust to consider purchasing the Business Platform for additional security.</p> <p>Password for Zoom Sessions to be changed monthly to add additional security.</p> <p>If zoom sessions are ever to be shared with external partners, then they must request, by email, who they would like to access activities, and complete a brief form stating they will have appropriate support, and that there are no concerns</p>	<p>Adrienne Earls and Emma Dixon (27/05/2020)</p>
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			<p>responsible for monitoring participant behaviour. They are able to end the meeting for all, remove a particular participant, place a participant back into the waiting room, stop a participant's video or mute a participant's microphone.</p> <ul style="list-style-type: none"> <li>- The Innovate Trust employee who is hosting, or co-hosting will also monitor the live chat to ensure that it is being used appropriately, if not, then they will disable the chat.</li> <li>- Participants will be supported to access the activity where necessary by Innovate Trust support staff.</li> <li>- If a participant joins without their microphone and video on, the Innovate Trust employee who is hosting, or co-hosting, the meeting will identify the device and request the participant turns on their microphone and camera, so that they can be monitored.</li> <li>- If any participant fails to share their camera when requested, they will be placed in the waiting room, or removed from the zoom session.</li> <li>- Any inappropriate behaviour to be reported immediately to the SVC Manager (Adrienne Earls), SVC Team Leader (Emma Dixon) or the Participation Manager (Lisa French).</li> <li>- Any concerns or incidents to be recorded on the 'Digital Activity – Incidents &amp; Concerns</li> </ul>		<p>regarding why they could not access these types of activities.</p> <p>Organise a zoom workshop so all Innovate employees who will host, or co-host sessions, are aware of all functions and how to enable them.</p> <p>Ensure invites to zoom sessions, plus Digital Calendars explain that sessions will be locked (once the session is locked no one can join, unfortunately that includes late-comers).</p> <p>Where appropriate, the Innovate Trust employee who</p>	
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					<p>is hosting, or co-hosting, the zoom session will use the spotlight function, and spotlight the instructor/entertainer. This will limit the number of screens that participants will see at once.</p> <p>Where appropriate, the Innovate Trust employee who is hosting, or co-hosting, the zoom session will use the 'do not allow participants to unmute themselves' function – to allow more security around verbal content.</p>	
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<p>Appropriateness of different groups of Participants attending session.</p>	<p>Innovate Trust employees participating in sessions with their children.</p>	<p>B1 (Possible/Major)</p>	<ul style="list-style-type: none"> <li>- Any beneficiaries who should not have contact with children should only access zoom sessions under the supervision of support staff. If a child is a participant, they must immediately leave the session.</li> <li>- All Innovate Trust employees' children should only attend sessions with the supervision and support of their parents/ carers/ guardian. They should never be left unattended. It is the responsibility of Innovate Trust to ensure this message is conveyed to all staff attending with children.</li> <li>- If the Innovate Trust employee hosting, or co-hosting, the session sees an unattended child they are to remove the child from the session and report this to the SVC Manager (Adrienne Earls) or the Participation Manager (Lisa French).</li> </ul>	<p>A3 (Probable/Minor)</p>	<p>The sessions that will be actively shared with friends and family of Innovate trust will be the pre-recorded sessions delivered on platforms such as You Tube.</p>	<p>Adrienne Earls and Emma Dixon (27/05/2020)</p>
<p>Use of personal devices to access</p>	<p>All attending session – security on personal devices may be lower, and may therefore risk online safety of another attendees' information.</p>	<p>B1 (Possible/Major)</p>	<ul style="list-style-type: none"> <li>- All beneficiaries to be supported by support staff with appropriate use of their own devices, if support is required.</li> <li>- Innovate employee hosting, or co-hosting, the session to ensure that no personal information is shared during the session (to ensure that personal information can't be saved to a personal device).</li> <li>- Innovate employee hosting, or co-hosting, the session, to ensure they use SVC's business zoom account</li> </ul>	<p>A3 (Probable/Minor)</p>		<p>Adrienne Earls and Emma Dixon (27/05/2020)</p>

			and not their own personal account to set-up and manage sessions.			
Identifying participants in Zoom sessions.	All attending the session may be at risk of breach in safeguarding if participants are not known to the organisation.	B1 (Possible/Major)	<ul style="list-style-type: none"> <li>- Joining details of zoom sessions to only be shared through People HR, Insight and email addresses of staff and beneficiaries.</li> <li>- SVC to be provided with a list of all of Innovate Trust's tenants (share through SVC's team).</li> <li>- A participation team member to attend each session (until the session is locked) to ensure they can validate the identification of all participants.</li> </ul>	C3 (Improbable/Minor)	If a participant's identity can not be verified, they should be placed in the waiting room and asked security questions through the 'chat to waiting room' function. Only once identity has been verified should they be admitted back into the session.	Adrienne Earls and Emma Dixon (27/05/2020)
People outside of the organisation joining the meeting - Password & Meeting ID being passed to others	<p>All attending the session may be at risk of breach in safeguarding as those members are not known to the organisation.</p> <ul style="list-style-type: none"> <li>- Risk of inappropriate behaviour those unknown to the organisation</li> </ul>	B1 (Possible/Major)	<ul style="list-style-type: none"> <li>- All staff &amp; beneficiaries are provided the information via secure routes.</li> <li>- Staff &amp; beneficiaries are reminded that the information is secure and that it should not be shared outside of the organisation.</li> <li>- All zoom meetings have a waiting room in place, all participants have to be admitted into the meeting by the Innovate employee hosting, or co-hosting, the session.</li> </ul>	C3 (Improbable/Minor)	Inform all staff & beneficiaries that password & meeting info is private.	Adrienne Earls and Emma Dixon (27/05/2020)

	- Risk of personal data/information being taken.					
Recorded data being misused through use of the function “record on this computer”	All attending the session may be at risk of breach in safeguarding.	A3 (Probable/Minor)	<ul style="list-style-type: none"> <li>- It will only be those hosting, or co-hosting a session who would be able to activate this function. Therefore, any host, or co-host (employed by Innovate Trust, or otherwise) must be informed in writing that they should only use this function as evidence of a major breach of the session’s rules, or concerns regarding a safeguarding issue that has arisen within the session.</li> <li>- This recording must be immediately submitted to the SVC Manager (Adrienne Earls) or the Participation Manager (Lisa French).</li> </ul>	C3 (Improbable/Minor)	If a session has to be recorded, where a child is present, this data should be referred <u>immediately</u> to Nick Rees or Ashley Bale, and then deleted.	Adrienne Earls and Emma Dixon (27/05/2020)
Recorded data being misused through use of the function “record to the cloud”	All attending the session may be at risk of breach in safeguarding.	A3 (Probable/Minor)	<ul style="list-style-type: none"> <li>- It will only be those hosting, or co-hosting a session who would be able to activate this function.</li> <li>- If this function is to be used to record sessions then all participants must be made aware of this in writing prior to engaging with the activity. This should therefore be written on all invitations to sessions, and on the digital activities calendar.</li> </ul>	C3 (Improbable/Minor)	<p>Prior to using this function, SVC to research where this data is stored. Which country stores the data and ensure there are no breaches to GDPR.</p> <p>What rights does Zoom have over the data recorded –</p>	Adrienne Earls and Emma Dixon (14/05/2020)



					can it be shared with third parties?	
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