

LSE Widening Participation (WP) Team

Staff Code of Conduct, Activity Guidance and
Safeguarding Reporting Procedure
v5 September 2023

Staff Code of Conduct

All staff working on LSE WP activities are expected to familiarise themselves with this guidance. It is your responsibility to speak to a member of the WP team if you are unsure about anything you read or require further clarification.

During all LSE WP activities with children and young people, staff must:

1. Act in line with all School policies, including [LSE's Safeguarding Policy](#), [LSE's Ethics Code](#) and guidance related to [equity, diversity and inclusion](#).
2. Familiarise themselves with risk assessments and know who to contact in an emergency during activities. All accidents or incidents, no matter how minor, must be reported following School [Health and Safety Procedures](#).
3. Be courteous and professional during activities. Staff should behave and dress professionally, safely and appropriately.
4. Be punctual, engaged and role model good behaviour (e.g. by not talking while someone is presenting, not using a phone during sessions, or making derogatory comments).
5. Attend pre-event briefings and/or read briefing documents in advance of activities. Attend and contribute to any debrief meetings and complete follow up surveys.
6. Ensure that communication with participants, or parents/carers/teachers takes place via LSE equipment e.g. LSE mobile phones/WP team shared emails. No physical or electronic records of participants, including photos, videos or contact details should not be kept on personal devices. Staff must not take or share pictures of participants unless explicit permission has been sought and granted by the LSE WP team.
7. Never share personal details (e.g. home address, phone numbers, personal or work email addresses) with participants, nor communicate with participants using social media, including LinkedIn, at any time. Staff must be professional in the use of social media. If a participant tries to connect with staff via electronic means, they should reject the request and must never initiate a social media or email connection with them. If staff receive

repeated requests, they should report this to a member of the LSE WP team.

8. Engage positively with participants and ensure that everyone is included and valued during activities. Staff should not permit or condone abusive peer activities between participants or other LSE staff or students (e.g. ridiculing, bullying) and should act professionally with other staff at all times.
9. Maintain professional distance from participants. Staff must not hug or have physical contact with children and young people. (Whilst it is not inappropriate for a staff member to deliver an activity to a young person who they know outside of work, this must be discussed in advance with the Deputy Head of WP). Staff can be friendly but need to maintain boundaries and cannot be friends with participants.
10. Be conscious of their actions. Words or actions, no matter how well intentioned, can be open to misinterpretation. Staff should not make suggestive remarks or gestures, or culturally insensitive comments, and should not show favouritism to any individuals. Sexist, racist or homophobic language or behaviour will not be tolerated, nor will other anti-social language or behaviour.
11. Not work whilst under the influence of alcohol or drugs. Staff should not bring or consume alcohol whilst working on LSE WP activities. The purchase or use of illegal substances is strictly forbidden and may result in police action.
12. Not smoke (which covers all types of smoked products including tobacco and herbal cigarettes, electronic cigarettes, and other devices or substances which may be used for smoking) in view of any participants. The [LSE Smoking Policy](#) should be followed at all times.
13. Never administer medicine to participants.
14. Consider the appropriateness of the information they share with participants and check with a member of the WP team in advance when unsure. The focus of contributions at activities is usually on higher education and student life experiences. It is not usually appropriate for a staff member to self-disclose other, more personal information, to participants. If staff feel that they might have shared more than they would have ordinarily, they should discuss this with a member of the WP Team immediately.
15. Remember that details of admissions, student finance, entry requirements and degree programme modules often change. If staff are asked questions, they must make it clear in their answer that they are speaking about their personal experiences of university and signpost students to a member of the WP team to help further. Staff should be careful not to give inaccurate or misleading statements to the School. If staff are unsure of something, they should say so, and suggest ways they could find the answer (for example, checking the LSE website or emailing the Admissions or WP team).
16. Not use their relationship with a participant or their family for personal gain. Gift-giving and accepting presents should only take place in line with [LSE's Procedure for Gifts and Hospitality](#). It should be agreed and recorded by the Head or Deputy Head of WP. Gifts received must be recorded in line with [LSE's Ethics Code](#).

17. Take great care of personal participant data that is shared with them (e.g. contact details, emergency contact details, dietary requirements). This data should be treated as confidential and the [LSE Data Protection Policy](#) should always be followed.
18. Take care of any valuables and respect others' property, including LSE property, as LSE cannot accept responsibility for any loss or damage of any property at any time during LSE WP activities.

Guidance for staff – online activities

- All staff should follow relevant LSE policies and guidance, including the [Conditions of Use of IT Facilities at LSE](#), the LSE Data Protection Policy, [LSE's Guidance on Safe Remote Working](#) and [LSE's Information Security Policy](#), including installing anti-virus software
- Staff should not use any online platforms for delivery other than those approved they have been instructed to use by the LSE WP team
- Staff should not share any joining instructions or information related to any LSE WP online activities with anyone who is not part of the activity
- Staff should login with LSE IT accounts or professional work email addresses (for external speakers), not personal emails. Staff should rename themselves online using the following example [First Name – Role/Firm/Department] as soon as possible. If this isn't possible, staff should consult with the LSE WP staff member in advance
- All direct electronic communication with participants should take place via LSE WP team shared inboxes or an LSE mobile phone. If staff wish to send follow up links or resources after an activity, this must be done by the LSE WP team. Staff should not attempt to communicate with participants using LSE online platforms outside of specified activity dates/times and should never share their contact details
- Before staff take part in any live online sessions, they should close unnecessary/personal browser windows / documents and have a neutral background or use an LSE-branded background, as advised by the LSE WP team
- Participants should not be left unsupervised during any online sessions, including in breakout rooms, and there should always be two members of staff supervising any live online event. If staff are inadvertently left alone in a breakout room or session with a participant, they should explain that the session cannot continue for now, leave the room and ask the LSE WP staff member to reassign rooms or find another staff member to join the session
- Staff should not take any screenshots, photos or recordings of any LSE WP online activities without prior agreement with the LSE WP team
- Staff should remain vigilant during all online activities and live online sessions. If any participant behaves inappropriately during an online activity, consult immediately with the LSE WP staff member
- If staff observe or hear anything inappropriate or concerning regarding a member of staff or participant when taking part in LSE WP online activities, they should report this to the LSE WP staff member immediately

Guidance for staff – in-person activities

- Before the start of the activity the responsibilities of different staff members will be clarified, and all staff will be briefed about their role/the programme/risk assessment

- Staff should wear a lanyard with an ID card that clearly displays their name/role, and if provided, relevant uniform or work wear (e.g. student ambassador T-shirt)
- All staff will be provided with phone numbers for relevant LSE WP staff members and the LSE WP safeguarding leads and should keep their own phones on to ensure they are contactable throughout an event
- At times, staff may be provided with personal details about participants (e.g. contact details, emergency contact details, dietary requirements). Care should be taken with these documents as the information contained confidential and the [LSE Data Protection Policy](#) should always be followed. The documents must be kept securely locked, password protected and/or access restricted to appropriate WP staff and should not be taken off-site or home, unless in exceptional circumstances, as advised by the Head or Deputy Head of WP
- A member of the WP team will hold overall responsibility for supervision of participants for in-person events, alongside other staff such as student ambassadors
- In large group sessions, a member of the WP team will be present during the session and responsible for supervision and safety of the group
- During small group activities (e.g. campus tours), student ambassadors or equivalent staff are responsible for supervision and safety of the group
- Where participants are accompanied on events by a responsible adult – such as a member of staff from their school/college or a parent/carer - the responsible adult will retain responsibility for participants
- Wherever possible, staff should work in an open environment with children where they can be seen by others. They should ensure that there is always more than one adult present when they are working with children and young people (i.e. at least one other adult). If this is not possible, staff should make sure they are within sight or hearing distance of another adult. Staff must never be alone with a young person in a room with the door closed
- Avoid taking a child or vulnerable adult alone in a car on journeys, however short the journey is
- Avoid taking a child or vulnerable adult to the toilet, unless another adult is present or another adult is aware (this may include a parent, group leader or other responsible person). Male staff should not enter female toilets or changing rooms unless there is an emergency. Female staff should not enter male toilets or changing rooms unless there is an emergency. All staff members can enter gender neutral toilets or changing rooms
- If a participant is overly familiar in a way that raises a concern, staff should remove themselves from the situation and report the matter to the WP staff member as soon as possible
- Staff are responsible for ensuring they know the whereabouts of any young people they have been asked to take responsibility for during an activity. Staff must pay attention to health and safety issues. Be aware of their surroundings and look out for risks. Staff should make sure they know the fire exit procedures for locations they are working in and the assigned first aiders for the event
- Staff should know the names and total numbers of any young people they are responsible for, take regular head counts when moving between locations, and work with other student staff to ensure the full group is always accounted for and that they do not lose participants. If staff realise that someone has gone missing notify the LSE WP coordinator/officer leading the event as soon as possible, whilst also starting to identify where the individual was last seen and where they might now be.

Safeguarding reporting procedure

[Child abuse](#) and [neglect](#) are forms of maltreatment. Somebody may abuse or neglect a child either directly by inflicting harm, or indirectly, by failing to act to prevent harm. A useful list of types of abuse and other possible safeguarding issues can be found on the [NSPCC website](#).

Anyone involved in LSE WP activities has a responsibility and duty to act if they have a safeguarding concern about a participant or concerns relating to the behaviour of another member of staff, in order that the appropriate agencies can investigate and take any necessary action to protect a child.

DIRECT DISCLOSURE: What to do if a child or young person discloses information directly to you about abuse or harm that they are experiencing (in person/on the phone/via email)

Remain calm and support the child, reassuring them it is right thing to tell someone and what has happened is not their fault. Make it clear that you cannot keep this information a secret, but you will only pass it on to those people who need to know in order to help you.

Listen carefully, without interruption, and try not to be visibly shocked or angry at what you are being told. Accept the child will disclose only what is comfortable and recognise their bravery for talking about something that is difficult. Don't be afraid of saying the 'wrong' thing - you can be distracted by needing to know exactly the 'right' thing to say but as long as you listen supportively the child will benefit from talking to you.

It is not your job to investigate or verify what is being said or to examine the child; this is the statutory responsibility of the local authority/child protection services and/or the Police. However, it is important to allow the participant to speak openly without any judgement as to the information they are sharing. Where necessary you can ask open questions to clarify the information shared.

Immediate action to take:

- Always offer reassurance, listen to, and take seriously, what they are saying.
- Never promise to keep secrets or be persuaded by the child or family not to take action if you are worried that a child is being harmed or is at risk of harm.
- Ensure you have clarified your understanding if needed, for example, you can ask open questions to get some more context, or you could summarise and repeat back to the child what they have said using their own words if needed. However, you should never make assumptions or ask leading questions – it is not your role to investigate the issue.
- Explain the process for what happens next to the child - that you will need to pass this information on, to whom, the reasons why and possible actions.
- Consult immediately with one of the LSE WP DSLs and share the information that has been disclosed.
- Make a full and accurate record of the conversation, including the words they used where possible, as soon as you can, using the WP Team Safeguarding Reporting Form.

CONCERN WITHOUT DISCLOSURE: What to do if you have any concerns about the safety, wellbeing, conduct or behaviour of a participant on an LSE WP activity, but there hasn't been a direct disclosure to you

This may arise when someone observes a young person's behaviour or conduct, notices a change in their behaviour, sees something that is concerning (such as bruising) or has concerns about a potential safeguarding issue as a result of a conversation with the young person. It might also relate to concerns about a young person being a victim or perpetrator of peer-on-peer (or child-on-child) abuse.

A useful list of types of abuse and other possible safeguarding issues can be found on the [NSPCC website](#). Examples of concerns might include hints about abuse/harm or concerning language or writing; observing self-harm marks, burns or bruising; concerns about mental health and wellbeing; sudden changes in behaviour; aggression or inappropriate behaviour towards others.

Immediate action to take:

- Remain calm and support the person who has raised the concern
- Explain the process you will need to take and that this cannot be kept a secret, but reassure them that this will be taken seriously, and they've done the right thing in raising their concerns
- It is not your job to investigate or verify what is being said or to examine the child; this is the statutory responsibility of the local authority/child protection services and/or the Police
- Consult immediately with one of the LSE WP DSLs and share what you have been told
- Make a full and accurate record of what you have been told, using the specific words used where possible, on the LSE WP Team Safeguarding Reporting Form (this can be obtained from a WP team staff member)

CONCERN ABOUT MEMBER OF STAFF: What to do if you have a concern about the conduct or behaviour of a member of staff engaged in LSE WP activity (whether employed by LSE or not), or someone makes allegation or complaint about a staff member to you.

A safeguarding allegation is one where information comes to light from any source, which suggests that an adult working for, or on behalf of, LSE's WP Team has or may have:

- caused significant harm to a child or vulnerable adult.
- committed a criminal offence against a child or adult; or
- behaved in such a way that calls into question their suitability to work with children or vulnerable adults and/or is not following the LSE WP staff code of conduct.

This includes historical information about abuse an adult may have experienced as a child whilst participating in activity with LSE's WP Team.

You may become aware of this from a range of sources, e.g. the person may tell you themselves, you may witness something or be told by someone else about something they have seen, or you may receive information about an allegation from a relevant authority, such as the Police or the Disclosure and Barring Service. You may also have concerns about the conduct or behaviour of an LSE staff member engaged in an LSE WP activity, e.g. you may have witnessed unacceptable behaviour or become aware that an LSE staff member has breached the LSE WP Safeguarding Code of Conduct.

Some examples of concerns might include:

- An LSE WP staff member is seen engaging in an inappropriate relationship with a participant, such as by giving gifts or talking about inappropriate topics.
- An LSE WP staff member says is seen sending messages online during events to individual participants or arranging to them meet them in person.
- A participant tells you that one of the other LSE WP staff members has given them their personal contact details and asked them to be 'friends' on a social media site.

Managing an allegation of abuse may involve one or all of: a police investigation of a possible criminal

offence; enquiries and assessment by children's social care about whether a child is in need of protection or in need of services; and/or consideration by an employer of disciplinary action in respect of the individual.

Immediate action to take:

- It is not your job to investigate the allegation or concern, and you should not discuss this with the individual concerned or anyone else.
- You should report your concerns to an LSE WP staff member immediately (or one of the LSE WP DSLs if you cannot contact the LSE WP staff member)

Dealing with concerns relating to the 'Prevent Duty'

According to the Counter-Terrorism and Security Act 2015, universities are legally obliged, under the 'Prevent Duty', to have due regard to the need to prevent people from being drawn into terrorism, known as 'radicalisation'. Staff and volunteers should be vigilant to ensure that no person is exposed to extremism or is at risk of radicalisation through participation in LSE WP activities. LSE has no direct legal duty to take action under the Prevent Duty in respect of suspected radicalisation of children or young people involved in our LSE WP activities, as that will fall to another agency (e.g. their school or college). However, we must report any concerns we have to the relevant authority, as set out below, so that they can take action.

Immediate action to take:

- Contact the WP DSL immediately, informing them of your concerns in relation to radicalisation
- If you suspect that an individual has committed a crime (including a terrorist crime), or is about to do so, you should call the police, then report the matter to the LSE WP DSL
- Make a full and accurate record of your concerns as soon as possible using the LSE WP Team Safeguarding Reporting Form.

Support for you in dealing with a safeguarding concern

We recognise that dealing with a safeguarding issue as a member of staff may be upsetting and challenging for you. Staff are encouraged to seek support at any time, including from the following:

- Confidential [LSE Employee Assistance](#) (available 24 hours a day, 7 days a week)
- Confidential [LSE Staff Counselling](#)
- Support from your own Line Manager and / or one of the LSE WP DSLs
- [LSE Staff Wellbeing](#)
- [LSE Staff Counselling Service](#)
- [Confidential 24/7 Employee Assistance Programme](#)
- The mental health charity, Mind, has produced a [directory of helplines](#) which are staffed by trained people who are there to listen to you without judgement

Useful contacts

Internal

LSE WP Designated Safeguarding Leads:

- Jess Bond, Head of Widening Participation j.f.bond@lse.ac.uk / 07471 037977

- Jonathan Plummer, Deputy Head of Widening Participation (Programme Operations)
j.plummer@lse.ac.uk / 07800 509246
- Sam Bailey, Deputy Head of Widening Participation (Strategic Projects) s.e.bailey@lse.ac.uk / 07767 116374

LSE Widening Participation Team widening.participation@lse.ac.uk / 020 7852 3662

LSE Designated Safeguarding Lead Andrew Young, Chief Operating Officer andrew.young@lse.ac.uk / 020 7955 7797

LSE Prevent Contact Louise Nadal, School Secretary l.nadal@lse.ac.uk / 020 7849 4959

LSE Security Team Internal phone – 666 / External phone – 0207 955 6555

External

- **NSPCC** Advice 0808 800 5000 (10am-8pm, Monday-Friday) / nspcc.org.uk
- **Police** If you are concerned about the immediate safety of a child, call 666 from an LSE campus phone or 999 from an outside phone and ask for the police.
- **Local Children's Safeguarding Partnership for City of Westminster**
<https://www.rbkc.gov.uk/lscp/>
- **City of Westminster Children's Services Team** If you are concerned that a child or young person is being harmed through abuse or neglect or for advice and guidance on all child protection issues telephone 020 7641 6000 / 020 7641 4000
- **Medical assistance:**
 - LSE Campus - St Philip's Medical Centre, Patrick-Lawrence House, 2nd Floor.
 - Nearest NHS Walk-In Centre – St Bartholomew's Hospital, West Smithfield, EC1A 7BE
 - Nearest A&E - St Thomas' Hospital, Westminster Bridge Road, SE1 7EH
 - NHS Direct - dial 111
- **Childline** 0800 1111 / childline.org.uk
- **Carers UK** 020 7378 4999 / carersuk.org
- **Anxiety UK** 08444775774 (9.30am-5.30pm. Monday-Friday) / anxietyuk.org.uk
- **NSPCC safeguarding children and child protection resources**
<https://learning.nspcc.org.uk/safeguarding-child-protection>

Review schedule

Review interval	Next review due by	Next review start
Annual	01/10/2024	01/07/2024

Version history

#	Date	Approved by	Notes
1.0	13/10/20	J.F. Bond	Final version in relevant formatting
1.1	26/11/20	J.F. Bond	Added in guidance about DBS checks in section 3 a), good practice on questioning in section 4 b) step 1, information about the duty of care we have to participants/reporting requirements if there are concerns in section 3 b) participant behaviour and conduct and also updated the main WP team number in Appendix 1
2.0	07/05/21	J.F. Bond	Changed DSL details
3.0	04/10/21	J.F. Bond	Changed DSL details and updated DBS guidance
4.0	06/10/22	J.F. Bond	Annual review
5.0	13/09/23		Annual review, changed DSL details

Links

Reference	Link

Contacts

Position	Name	Email	Notes
Head of Widening Participation	Jess Bond	j.f.bond@lse.ac.uk	
Deputy Head of Widening Participation (Programme Operations)	Jonathan Plummer	j.plummer@lse.ac.uk	
Deputy Head of Widening Participation (Strategic Projects)	Sam Bailey	s.e.bailey@lse.ac.uk	

Communications and Training

Will this document be publicised through Internal Communications?	No
Will training needs arise from this policy	Yes
If Yes, please give details Safeguarding training for relevant staff – to be arranged by DSLs	