

Additional Guidance for Emergency Safeguarding Procedures during full school closure: CPOMS, Home visits, Phone calls.

Contact details of families should be provided ONLY to designated staff, of necessary pupils, through private, password protected document. No personal information of pupils to be taken from the premises (paper copies etc). Remote access to Scholarpack is needed so that contact details of other children can be retrieved off site by designated staff.

Staff need to know the procedures for raising immediate concerns with other agencies / Senior DSL's at the school should a concern arise about a child's risk of harm, through contact during closure. Such as signposting staff to the contact telephone numbers located in the safeguarding and child protection policy on the school's website or Discovery Intranet.

Prior to closure the Office need to ensure that at least 2 up to date contact phone numbers are available for **ALL families**.

Contact phone calls ideally should be made using school phones, rather than personal devices. If this isn't the case then a staff member will need to go into the settings of their phone and activate 'withholding your number' so that this is not shared with the family. The families will need to be made aware that 'No caller ID' may appear on their phone if the school is trying to contact them.

Please make families aware of the importance of answering phone calls from the school during school closure.

School and other agencies contact Information should be shared with families so that they are aware of who they are to contact and how, should they require support during closure. This information is to placed on the school's website (please ensure only work mobile phone numbers are published for GDPR purposes on the website)

Reporting on CPOMS during closures:

ALL contact or attempts to contact parents, other agencies and colleagues **MUST be recorded on CPOMS** in the usual way.

If staff are reporting on CPOMS in their own home, remember that if the screen is visible in non-secure areas, for example, in the dining room, that there can be a data breach, if other members of your family can see it.

As normal actions need to be logged and followed up by members of staff tagged. If you are unable to follow up on an action (such as illness) then please inform the Senior DSL who will reallocate the action.

Please check your email for CPOMS alerts daily.

Protocols for home visit contact:

Home visits can only be authorised by the Headteacher as Senior DSL of the school.

Any home visits are also ONLY CARRIED OUT in line with Government contact restrictions, is voluntarily by staff members and in agreement with families.

Remember we are NOT a social workers, the purpose of the visit is to possibly 'see the children', offer help and support if wanted by the family and if this is something the school can provide. Otherwise make it clear that you can signpost the family to agencies which can give more targeted support.

Make sure someone else knows the specific address where you are going, the time you intend to be there and always attend in pairs.

Call ahead to ensure that the family is aware of your visit time and is in.

Introduce yourself using your first and last name, and school.

Ensure you wear your ID badge.

If a family doesn't want contact then DO NOT PERSIST, log this on CPOMS and contact the relevant outside agencies if you have concerns or they are involved with the family.

If a home visit takes place consider taking a bag with picture books, colouring books and crayons, puzzles, pencils and small toys with you in case you witness that the home has none of these resources to support their child's learning at home.

Do not enter the home but remain on the doorstep (2 metres away) but politely request to see the children and speak with them. **YOU CANNOT INSIST ON SEEING THE CHILD/CHILDREN**, so if this doesn't happen then report this on CPOMS. **ANY IMMEDIATE concerns for the welfare and safety of children SEEN or NOT SEEN SHOULD BE REPORTED TO SOCIAL CARE.**

Make observations of the emotional and physical appearance of the child/ children and parents/carers. **ANY CONCERNS ABOUT A CHILDS IMMEDIATE RISK OF HARM CONTACT THE DUTY TEAM STRAIGHT AWAY.**

Ask whether the family needs any support that you can provide or signpost the family to.

Arrange the next visit with the family before you leave.

Record all observations on CPOMS as soon as it practically possible, but within 24hours of the visit.

Contact your line manager when you leave so that they know you are safe and well.

Protocols for phone call contact:

Remember we are NOT a social workers, the purpose of the visit is to 'try and establish contact with families and offer help and support if wanted by the family and if this is something the school can provide. Otherwise make it clear that you can signpost the family to agencies which can give more targeted support.

A phone call does not guarantee that a child is safe however offers families the opportunity to reach out for support if needed. **ANY CONCERNS ABOUT A CHILDS IMMEDIATE RISK OF HARM CONTACT THE DUTY TEAM STRAIGHT AWAY.**

Introduce yourself using your first and last name, and school.

Ask the person you are talking to, to identify who they are so that you can establish who you are talking to. **ONLY TALK WITH AN AGREED PARENT OR CARER. NEVER SHARE INFORMATION OVER THE PHONE IF YOU ARE UNSURE WHO YOU ARE TALKING WITH. NEVER SHARE CONFIDENTIAL INFORMATION OVER THE PHONE.**

Ask whether the family and child/children are ok and whether they have any worries or concerns that they need help / support with. DO NOT insist on speaking with the child / children however listen for signs of children talking / laughing in the background and record what you hear on CPOMS.

If possible, signpost outside agencies which they can contact for help (have these numbers to hand prior to the phone call).

Make handwritten notes of the conversation as it is happening and upload these to CPOMS.

Where possible record direct quotes of what was said / heard and by who. Keep it factual!

Establish the timescales on any agreed actions, such as further support for the family and how further communication will take place e.g. email, letter through the post.

Establish when the next call will be and whether the family is still happy to be contacted.

Other pupils (not considered vulnerable)

To ensure we try and safeguard all children during school closure the following is recommended:

- Schools will endeavour to track children via engagement with learning online. Teachers will alert the DSL's when children appear to not engage with this learning each week. This communication will be evidenced through the child's use of a thumbs up (or similar) acknowledgement, direct messaging or work seen.
- ANY FAMILY (not individual children) THAT HAS NOT ACKNOWLEDGED COMMUNICATION FROM THE SCHOOL FOR MORE THAN 5 SCHOOL DAYS WILL BE LOGGED AS MISSING AND RECORDED ON CPOMS. A phone call should take place within 24hrs to establish contact with this family and determine the reason why. The necessary support can then be offered.
- If no contact can be established, then Social care may need to be contacted. The Senior DSL will make that decision based upon other evidence they may have.
- The school will continue to attempt to contact the family regularly up to 20 days. After 20 days the LA will be informed and advice requested.