

**SAFEGUARDING AND
CHILD PROTECTION
GUIDANCE AND
PROTOCOL :
MANAGING CONTACT WITH
PUPILS AND FAMILIES
DURING COVID 19
PANDEMIC.**

**25.03.20 TO BE REVIEWED IN
LINE WITH GOVERNMENT
GUIDANCE.**

1. What is the definition of vulnerable children in relation to this guidance?

Those who have a social worker including children who have a child protection plan and those who are looked after by the local authority. A child may also be deemed to be vulnerable if they have been assessed as being in need or otherwise meet the definition in section 17 of the Children Act 1989.

or

Those children where professionals are concerned that they may be at increased risk of significant harm if they are not in school; this could be due to contextual safeguarding issues or existing or new pressures within a family household.

2. Assessment of risk

All vulnerable pupils should be identified by school/setting based on potential risk and gradings given to those pupils in order of priority: Red, Amber, Green.

Red – most risk of harm or neglect and fewest protective factors (would include those with a child protection plan/LAC/identified as being at risk of Criminal Exploitation/identified as being at risk of exposure to Domestic Abuse within the household)

Amber – a moderate risk of harm, but with some protective factors (would include those identified as 'Child in Need'; and those with a social worker)

Green – some concerns escalating or unmet needs; or have been red or amber and require monitoring.

These levels would be specific to your school and be based on factors that relate to those pupils within your catchment. You may not have any pupils who fall into the above categories (CP/CIN) but can still be graded using the above flagging system. You may also consider adding your pupils with SEND into these categories.

If a child has an allocated social worker, it is advised that you liaise with that person to ensure that they are aware of whether the child is attending school or not and to agree the level of contact required and how this is carried out.

Pupils can be moved between the categories, depending on the intelligence and information available to your setting. If schools need to close, risk factors may be higher and may warrant a higher grade than usual.

3. Suggested contact for vulnerable pupils

RED

- Daily email or other platforms such as ClassDojo, to all parents/carers to notify them of school updates and provide parents with information to signpost for support,
- plus a twice weekly phone call/virtual contact with parents to ascertain if any further support is required and to ascertain that the pupil is safe. Ideally, this would be undertaken by the Designated Safeguarding Lead but if this is not possible, then a Deputy DSL or member of the Senior Leadership Team would be appropriate.
- (Any information or intelligence to support that a child may be at potential risk, to be reported to the designated social worker)

AMBER

- Daily email or other platforms such as ClassDojo, to all parents to notify them of school updates and provide parents with information to signpost for support
- plus a weekly phone call to parents to ascertain if any further support is required and that the pupil is safe. Ideally, this would be undertaken by the Designated Safeguarding Lead but if this is not possible, then a Deputy DSL or member of the Senior Leadership Team would be appropriate
- (Any information or intelligence to support that a child may be at potential risk, to be reported to the designated social worker or FPOC)

GREEN

- Daily email or other platforms such as ClassDojo, to all parents to notify them of school updates and provide parents with information to signpost for support. No further contact required.

Schools may also wish to consider setting up a dedicated email address that is monitored by DSLs so that any can make contact if they have any worries or concerns relating to themselves or others.

4. Multi-agency safeguarding arrangements

For the most vulnerable pupils, staff should attend CP and CIN meetings where possible. These are currently being held remotely. If you are unable to attend, it is vital that a report is submitted.

Strategy meetings also continue to be held and DSLs should undertake their duties in the same way as before, but meetings will be held virtually.

For advice relating to reporting procedures, please refer to your school/setting Child Protection and Safeguarding Policy.

5. Conducting 'Virtual' contact with children and their families

All use of technology should continue to be in line with schools' e-safety policies.

A written record of all contact with vulnerable pupils and their parents/carers should be made and retained in accordance with current regulations. This record should include:

- Any concerns or worries raised by the child (speak directly to them.)
- Any concerns or worries raised by the parent/carer
- Summarise the situation as reported
- Note any actions that need to be undertaken

When contact is made using telephones or social media platforms or apps, where possible, please use school equipment, rather than personal devices.

Please ensure that children and parents/carers are appropriately dressed and in a communal area of their home. No interaction should take place if the child is in a bedroom or bathroom.

Staff should be mindful of confidentiality and, under no circumstances, should they carry out any conversations in the presence of their own family members at home.

Staff should be appropriately dressed following the same dress code that is implemented in their usual workplace.

Staff need to be aware of their surroundings and what can be viewed in their home environment. If possible, they should use the background 'dimming' facility on video links.

In the same way as home visits, if there are concerns around sole contact with a child or parent/carer, schools could consider having joint contact through call conferencing facilities.

6. School 'attendance' and engagement

If a child is expected to attend school but does not arrive, normal procedures should be followed.

If school staff are not able to make contact with the parent/carer, keep trying for the rest of the school day. Follow usual Education Welfare procedures for children not in school and alert the DSL if you are a deputy DSL.

If children are being cared for and educated at home and routine contact is not maintained or a parent/carer does not engage, you should take all reasonable steps to speak to the parent/carer. If this is not successful, please inform the School's assigned Education Welfare Officer.

Education Welfare Officers will be in regular contact with schools to monitor engagement with distance learning arrangements and to review the attendance of vulnerable children.

If you have concerns of significant harm report to the named Social Worker or contact FPOC on 0345 6789021. If you feel the child is at risk of immediate harm report to police. For non-urgent welfare concerns, with parental consent, you can email the MARF to compass.referrals@shropshire.gov.uk

For further information please contact:

Jane Parsons jane.parsons@shropshire.gov.uk or Caroline Ewels
caroline.ewels@shropshire.gov.uk

If your query relates to Early Years settings, please contact Fiona Purslow
fiona.purslow@shropshire.gov.uk

