

SAFEGUARDING AND COMMUNICATIONS POLICY UPDATE

JANUARY 2022

OVERVIEW:

In order to protect the safety of our students and their families the school will never discuss or share information regarding a child unless we can confirm their identity and that they have parental responsibility for a child. This does not prevent other parties from reporting concerns about a child and only applies to the school sharing information about a child or discussing a child.

The following guidance does not apply when staff make contact with a parent/ guardian using the numbers/ details found on our SIMS system. This is the safest way to ensure we are speaking to the right person about a child.

If a staff member is contacted by telephone or in person regarding a child they must ensure the following before discussing a child or providing any information relating to a child:

- **they must ask the caller for the child's full name, date of birth and postcode.**
- **they must ask the caller/ visitor to confirm their name and relationship to the child.**
- **they must check and confirm this information on SIMS before proceeding.**
- they can only discuss a child with a parent who is marked as having parental responsibility. This should be checked on SIMS before discussing any information regarding a child.
- they must check SIMS for notes to ensure that any court orders banning contact are checked prior to any discussion taking place of information being shared.
- Family members such as grandparents, siblings or uncles/ aunts can report information to the school but cannot be given any information about a child.
- If they have any doubts about the authenticity of the caller/ visitor they should offer to call them back, having completed these checks using the registered contact details on our system.
- When they are not accompanied by the child, visitors to the school wishing to discuss a child will also need to confirm the details above and the same rules apply.
- They will report any concerns or unconfirmed contact on CPOMS as a safeguarding concern.

If a staff member is contacted by email or letter regarding a child they must ensure the following before discussing a child or providing any information relating to a child:

- **Check that the email address that they have received the message from is the same as on SIMS.**
- **Only respond to the email address registered on SIMS (a parent can update this if needed).**
- **Ensure the person emailing has parental responsibility for the child before responding.**

RECOMMENDED PRACTICE:

By Phone:

- **Ask the caller to confirm the name, DOB and Postcode and their Name and relationship with a child then check this on SIMS before discussing the child/ sharing information.**
- If in doubt offer to call back using the details on SIMS – not new numbers provided by the caller.

- If they are unable to confirm the callers ID then listen to their concerns but do not share information or discuss this child. Makes notes of this information and offer a call back once this has been discussed with a parent.
- Make clear that any information provided is not confidential and may be passed on to a parent or other appropriate professional bodies.

By Letter/ Email

- **Check and confirm email address on SIMS.**
- Do not reply with information about a child to anyone not registered as having parental responsibility. But **DO** record their concerns.

In person:

- **If the visitor is unfamiliar to the member of staff, they will ask the visitor to confirm the name, DOB and Postcode and their Name and relationship with the child then check this on SIMS before discussing the child/ sharing information.**
- They will not discuss or share information about a child with anyone who does not have parental responsibility for that child. Listen and make notes only.

IF YOU ARE IN DOUBT CALL A MEMBER OF THE SAFEGUARDING TEAM FOR SUPPORT

LOG ANY SAFEGUARDING CONCERNS ON CPOMS WITHOUT DELAY