

# **COVID-19 SAFEGUARDING ARRANGEMENTS**

**City Academy Norwich**

**POLICY OWNER: Mr Paul Collin**

**DATE:15 April 2020**

**DATE SHARED WITH STAFF: 15 April 2020**

**DATE FOR REVIEW: September**

**DATE REVIEWED BY GOVERNORS:23rd April 2020**

## **Executive summary**

From 20<sup>th</sup> March 2020 parents and carers were asked to keep their children at home, wherever possible, and for schools to remain open only for those children of workers critical to the COVID-19 response - who absolutely need to attend.

It is important that schools remain safe places for children and this is why **City Academy Norwich** is continuing to provide care for a limited number of children - children who are vulnerable, and children whose parents are critical to the COVID-19 response and cannot be safely cared for at home.

This Annex forms part of **City Academy Norwich** Safeguarding and Child Protection Policy and contains the Safeguarding provision for pupils being educated both on and off site during COVID-19.

The Safeguarding and Child Protection Policy of **City Academy Norwich** remains fundamentally the same and continues to have regard for the Keeping Children Safe in Education Statutory guidance.

This Annex sets out the adjustments **City Academy Norwich** is making in line with the changes to operational practice. This Annex has been produced in line with the Government Guidance contained in **Coronavirus (COVID-19): safeguarding in schools, colleges and other providers**  
- Published 27 March 2020.

In response to COVID19 communication is key. To ensure safeguarding is effective **City Academy Norwich** are confirming all emergency contact details and clear communication methods for staff, pupils, parents and carers during this time.

The Annex will continue to be reviewed on a quarterly basis or as and when further Guidance is updated and issued by the Government.

## **Contents**

1. Designated Safeguarding Leads
2. Critical Worker Definition
3. Vulnerable Children Definition
4. Identifying Vulnerable Children COVID19
5. The Role of the Local Authority
6. Safeguarding Clusters
7. Keeping Children Safe in Education
8. Attendance
9. Reporting and Monitoring a concern
10. Safeguarding Training and Staff Induction
11. Children Moving Schools
12. Safer Recruitment, Volunteers and Movement of Staff
13. Allegations or concerns about staff
14. New Staff or Volunteers
15. Mental Wellbeing
16. Peer on peer abuse
17. Online Safety in Schools
18. Online Safety away from School
19. Help and Support
20. References

## 1. Designated Safeguarding Leads

**City Academy Norwich** has a Designated Safeguarding Lead ('DSL') and a Deputy DSL and two members of the Safeguarding Team who are DSL trained. In addition the Headteacher ( **Mr Paul Collin** ) is DSL trained and the Deputy Headteacher ( **Mrs Rachel Crickmore** ) . The Designated Safeguarding Lead is:

### **Mr Simon Franklin**

Email address: [simon.franklin@cityacademynorwich.org](mailto:simon.franklin@cityacademynorwich.org)  
Contact Telephone Number: 01603 452628  
Emergency Contact Number: 01603 251655

The Deputy Designated Safeguarding Lead is:

### **Mrs Katrina Temple**

The Safeguarding Team members in addition are:

**Mrs Claire Bangay**  
**Mrs Sarah Heath**

**Email address: [safeguarding@cityacademynorwich.org](mailto:safeguarding@cityacademynorwich.org)**

**Contact Telephone Number: 01603 452628**

In addition, **City Academy Norwich** has put in place a measure to ensure that there is a dedicated and trained Safeguarding and Child Protection Team available to co-ordinate if either the DSL or Deputy DSL are unavailable at any time.

**City Academy Norwich** aims to have a DSL, Deputy DSL or member of the Senior Leadership Team on site at all times.

In the case whereby the DSL or Deputy DSL are unavailable to be onsite, the DSL or Deputy DSL will be available to be contacted via phone, email or online video whilst working from home, using the above contact details.

In the event whereby a trained DSL or Deputy DSL is not onsite, **The member of the leadership team on site** will take responsibility for the co-ordinating of safeguarding at school. Such responsibilities will include, but not limited to:

- Managing access to child protection files;
- Liaising with the offsite DSL (or deputy);
- As required, liaising with children's social workers where they require access to children in need and/or to carry out statutory assessments at the school;
- Reporting any changes or concerns;
- Ensuring site safeguarding checks are carried out and recorded.

## 2. Critical Worker Definition

Children with a parent or carer who is listed on the government's critical worker list should be considered for a school place, so long as their job cannot be done from home.

Many parents working within these sectors will be able to ensure their child is kept at home and every child who can be safely cared for at home should be, to limit the chance of the virus spreading. **City Academy Norwich** will contact each parent or carer to establish whether those who are eligible will require a school place.

The critical worker list is as follows:

### **Health and social care**

This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment.

### **Education and childcare**

This includes childcare, support and teaching staff, social workers and those specialist education professionals who must remain active during the COVID-19 response to deliver this approach.

### **Key public services**

This includes those essential to the running of the justice system, religious staff, charities and workers delivering key frontline services, those responsible for the management of the deceased, and journalists and broadcasters who are providing public service broadcasting.

### **Local and national government**

This only includes those administrative occupations essential to the effective delivery of the COVID-19 response, or delivering essential public services, such as the payment of benefits, including in government agencies and arms-length bodies.

### **Food and other necessary goods**

This includes those involved in food production, processing, distribution, sale and delivery, as well as those essential to the provision of other key goods (for example hygienic and veterinary medicines).

### **Public safety and national security**

This includes police and support staff, Ministry of Defence civilians, contractors and armed forces personnel (those critical to the delivery of key defence and national security outputs and essential to the response to the COVID-19 pandemic), fire and rescue service employees (including support staff), National Crime Agency staff, those maintaining border security, prison and probation staff and other national security roles, including those overseas.

### **Transport**

This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

### **Utilities, communication and financial services**

This includes staff needed for essential financial services provision (including but not limited to workers in banks, building societies and financial market infrastructure), the oil, gas, electricity and water sectors (including sewerage), information technology and data infrastructure sector and primary industry supplies to continue during the COVID-19 response, as well as key staff working in the civil nuclear, chemicals, telecommunications (including but not limited to network operations, field engineering, call centre staff, IT and data infrastructure, 999 and 111 critical services), postal services and delivery, payments providers and waste disposal sectors.

### **3. Vulnerable Children Definition**

Vulnerable children include children who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, 'looked after' children, young carers, disabled children and those with education and people up to the age of 25 with education with health and care (EHC) plans.

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.

Those with an EHC plan will be risk-assessed by **City Academy Norwich** in consultation with the local authority and parents, to decide whether they need to continue to be offered a school place in order to meet their needs, or whether they can safely have their needs met at home.

Home support could include, if necessary, carers therapists or clinicians visiting the home to provide any essential services if applicable. Many children and young people with EHC plans can safely remain at home. **City Academy Norwich** will ensure that any decision made will be logged and reviewed regularly and a copy maintained of the child's file.

**City Academy Norwich** will not treat the eligibility for free school meals alone as the determining factor in assessing pupil vulnerability.

### **4. Identifying Vulnerable Children COVID19**

There is the expectation that children who have a social worker **must** attend school during COVID19 partial closures, unless agreed and recorded otherwise.

**City Academy Norwich** will have special consideration for the following groups of children:

- Children who are subject to a child protection Order;
- Children who have, or have previously had, a social worker involvement;
- Looked After Children;
- Previously Looked After Children;
- Children with an EHCP;
- Children in which the school have previous raised concerns;

- Children who are pending social care allocation;
- Children of keyworkers;
- Children in alternative education;
- Children who are being educated off site or at home.

**City Academy Norwich** will operate a Risk Rating System to identify any child considered to be vulnerable.

	<b>HIGH RISK</b>	<b>MODERATE</b>	<b>MARIGNAL</b>	<b>LOW</b>
<b>RISK FACTOR</b>	On the basis of the available information there are major concerns about one or more risk indicators which significantly threaten the safety of the child or young person, integrity of the staff, regulatory approval criteria, regulatory conditions, or the reputation of the institution. Urgent action is required. Sanctions may be imposed.	On the basis of the available information there are concerns about a specific risk indicator or indicators and customised action is required to ensure the safety of the child or young person, integrity of the staff, regulatory approval criteria, regulatory conditions, or the reputation of the institution. Sanctions may be imposed.	On the basis of the available information any risk to the child or young person, integrity of the staff, regulatory approval criteria, regulatory conditions, reputation of the institution is marginal, and safeguarding compliance is satisfactory.	On the basis of the available information there is little or no risk to the child or young person, integrity of the staff, regulatory approval criteria, regulatory conditions, the reputation of the institution and safeguarding compliance is good.
<b>ACTION</b>	<b>Immediate Actions Required</b>	<b>Actions Required</b>	<b>Modifications Suggested</b>	<b>No action required or suggestions towards improvements/ best practice</b>

The DSL and or Deputy DSL will ensure that any child identified as vulnerable through the Risk Rating system who is being educated off site, be that at a cluster school or at home, will have a welfare call carried out twice a week. The DSL / Deputy DSL or a member of the Safeguarding team will ensure that the welfare call is recorded on our electronic recording systems and actioned appropriately and when necessary referred to other agencies.

If for any reason the DSL / Deputy DSL or a member of the Safeguarding Team are unable to carry out the welfare check call the Progress Leader Team and / or Senior Leadership Team at **City Academy Norwich** will carry out the call.

This will be recorded as above and maintained if concerns are raised escalated through to the appropriate routes.

In the event that the child is being educated at a cluster school, **City Academy Norwich** will continue to undertake a welfare call and will liaise with the cluster school's DSL. Clear and effective communication will take place between **City Academy Norwich** and the child's social worker, the local authority, virtual school head (VSH) for looked-after and previously looked-after children to ensure that a child does not fall off the statutory radar. It is important to remember that **City Academy Norwich** continue to maintain a responsibility for the child's welfare even if the child is not being educated on site.

Where appropriate the child's individual plan will be shared with other agencies involved in their care, including a cluster school. The Information Sharing Policy will represent current practice for cluster school arrangements and a copy will be retained on file.

### **Children not meeting the 'vulnerable definition'**

**City Academy Norwich** will undertake as outlined above the Risk Rating system for any child they feel is vulnerable even if the child does not fall into the 'vulnerable' definition contained within Government guidance.

**City Academy Norwich** will adopt the same procedure and practice for any child identified as vulnerable, that does fall into the statutory vulnerable category. This will include, as outlined above, a daily welfare call, whereby a member of school staff will speak with the child directly and record and action accordingly.

When carrying out welfare calls, it is important that staff speak directly to the child and not through a parent or carer.

## **5. The Role of the Local Authority**

**City Academy Norwich** has received the following information from the Local Authority in response to COVID19:

Safeguarding Guidance, particularly with respect to the attendance of vulnerable pupils:

New guidance on safeguarding was published over the weekend of 25<sup>th</sup> and 26<sup>th</sup> April 2020, It specifically references changes linked to Covid 19 and implications on vulnerable and those at risk. Norfolk County Council are currently revising our guidance for schools and will issue further information in due course. However, the following key information is important for schools to consider now:

Local authorities and schools do not need to complete their usual day-to-day attendance processes to follow up on non-attendance. Schools/colleges and social workers should be agreeing with families whether children in need should be attending education provision – and the school or college should then follow up on any child that they were expecting to attend, who does not. Schools and colleges should also follow up with any parent or carer who has arranged care for their children and the children subsequently do not attend.

To support the above, schools and colleges should take the opportunity when communicating with parents and carers to confirm emergency contact numbers are correct and ask for any additional emergency contact numbers. In all circumstances where a vulnerable child does not take up their place at school or college, or discontinues, the school or college should notify their social worker.

### **Children with EHCPs (For SENDCOs)**

In the plethora of guidance that has been provided nationally, your SENDCOs would usefully be passed the following information. You can find the full guidance [here](#):

Many children and young people with EHC plans can safely remain at home. Schools, colleges, other training providers and local authorities will need to consider the needs of all children and young people with an EHC plan, alongside the views of their parents, and make a risk assessment for each child or young person. It is our view that settings are best placed to undertake these risk assessments with families and we are aware that you have been conducting these processes successfully for the appropriate pupils over the last week. If, however, there are challenges associated with this process or you require additional support to consider the risks and /or make decisions, the following key contacts within the Local Authority are available:

### **Guidance on the risk assessment process:**

The guidance sets out matters for consideration when conducting these risk assessments:

The potential health risks to the individual from COVID-19, bearing in mind any underlying health conditions. This must be on an individual basis with advice from an appropriate health professional where required the risk to the individual if some or all elements of their EHC plan cannot be delivered at all, and the risk if they cannot be delivered in the normal manner or in the usual setting the ability of the individual's parents or home to ensure their health and care needs can be met safely the potential impact to the individual's wellbeing of changes to routine or the way in which provision is delivered

Please ensure you review Section 20/21 of the guidance for further information

associated with pupils with EHCPs.

Pupils undergoing EHC needs assessment:

The guidance enables settings and local authority to have discretion to undertake a risk assessment for a pupil currently undergoing assessment. If you require assistance with this, please contact your Special Needs Officer or the relevant specialist teacher from the Autism Social Communication or Learning and Behaviour team.

School Closure and temporarily redeploying staff

The national guidance on maintaining provision for key workers across a local authority has been revised and re-published over the weekend. As indicated in my messages of last week, there are some significant responsibilities delegated to local authorities to ensure that there is sufficient provision either through individual schools or organised clusters or hubs.

We are aware that, for some, colleagues would rather maintain provision in their own schools rather than clustering. Clustering and partnering is a back stop. However, we are working on a protocol with representative Executive HTs for arrangements for clustering and redeploying staff in accordance with the guidelines attached. We hope to have agreement on these by the end of this week and I will keep you informed.

Children looked after

Children looked after by the local authority are a vulnerable group and many are in school. The Virtual School are continuing to work with schools and children through regular monitoring of attendance, contact with foster carers and the completion of statutory tasks such as PEPs. To support with monitoring attendance and to further safeguard our children, we would welcome up-to-date information regarding the whereabouts of the children.

It has already become necessary for some of these children to move and they now require school places in a new area. The Virtual School will contact schools directly in order to discuss where this is needed and we appreciate your support in continuing to ensure that all of our children are able to access the support they require at this time.

Children's mental health (for Parents/Carers)

The Government has published guidance to help parents/carers look after the mental health and wellbeing of children and young people during the coronavirus outbreak and how best to communicate what is happening to children of different ages.

Please help by sharing this webpage as part of your communication with your parents and carers:

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

## 6. Safeguarding Clusters – We are currently not involved in any cluster arrangements.

During COVID19 **CITY ACADEMY NORWICH** are aware that there may be a situation whereby **CITY ACADEMY NORWICH** hosts as a cluster school or whereby **CITY ACADEMY NORWICH** pupils will be educated off site at a cluster neighboring school.

**CITY ACADEMY NORWICH** maintains that in the event of a collaborative cluster school operation **CITY ACADEMY NORWICH** will uphold the principles in Keeping children safe in education (KCSIE) and this Safeguarding Policy.

If **CITY ACADEMY NORWICH** is to act as a host cluster hub, we will continue to provide a safe environment and keep children safe. **CITY ACADEMY NORWICH** will adhere to our Safer Recruitment Policy and ensure staff and volunteers have been appropriately. **CITY ACADEMY NORWICH** will continue to update our single central record with any changes to staff and/or volunteers. In addition, **CITY ACADEMY NORWICH** will carry out risk assessments as required and record and action.

If **CITY ACADEMY NORWICH** is to act as a host cluster hub, where possible, will ensure that we have a trained first aid responder and fire drill coordinator onsite.

In the event of **CITY ACADEMY NORWICH** becoming a host cluster hub we will ensure that any transferred staff from other schools understand and receive an induction training into our in- house fire drill, evacuation, lockdown and first aid procedures.

**CITY ACADEMY NORWICH** will continue to have regular fire drills.

## 7. Keeping Children Safe in Education

This Annex has been drafted to ensure that **City Academy Norwich** continues to have regards to Keeping Children Safe in Education.

The way in which **City Academy Norwich** is currently operating in response to COVID-19 is fundamentally different to how we would normally operate, however, a number of important safeguarding principles remain the same:

- The welfare of children remains **City Academy Norwich** key priority;
- The best interests of children will always continue to come first;
- If anyone in **City Academy Norwich** has a safeguarding concern about any child, they will continue to act and act immediately;
- A DSL or deputy will be available, either onsite or remotely;
- Unsuitable people will not be allowed to enter the children's workforce and/or gain access to children;
- Children will continue to be protected when they are online.

**City Academy Norwich** has adopted a whole school approach to safeguarding including policy updates in response to COVID-19. **City Academy Norwich** is not weakening its approach to safeguarding or undermining our child protection policy, but

is tightening procedure to represent current working practice in context to COVID19.

All policies are reviewed regularly by the senior leadership team and governing body and are being updated accordingly. Any updates made are subsequently cascaded to staff **via email immediately**, to shape best safeguarding practice.

## 8. Attendance

**City Academy Norwich** is following the **Coronavirus (COVID-19): attendance recording for educational settings** – updated 26 March 2020.

In the case of social worker involvement, **City Academy Norwich** will liaise where necessary with the child's social worker to agree with the families whether the child in need should be attending the education provision provided. In all circumstances where a vulnerable child does not take up their place at school or discontinues the **City Academy Norwich** will notify their social worker immediately where contact has been unsuccessful.

If a child who is expected in school fails to attend, it will be followed up in accordance to **City Academy Norwich** attendance policy and contact will be made with the parent, carer or social worker.

**If contact has not been made by 10:00 on that day, this will then be reported to the DSL or Deputy DSL.** The DSL will attempt to make contact using a range of methods **including phone call to emergency contacts, school comms or email..** If contact is unsuccessful a home visit will be arranged by the another appropriate agency. This will be either a Social Worker or a referral to the Safer Schools Officer

In the case of a home visit being required, a risk assessment will be completed and logged. **The risk of COVID19 will not override** the duty of care the school owe in ensuring the child is safe.

## 9. Reporting and Monitoring a concern

Whether a child is educated at home, off site at a cluster school or in school, every member of staff and or volunteer hold a duty to report any concern they may have.

**City Academy Norwich** continues to adhere to the reporting procedures as outlined in our Safeguarding and Child Protection Policy.

If staff have any concern for a child, they will report it immediately to the DSL or Deputy DSL. **City Academy Norwich** in response to COVID19, have a dedicated safeguarding and child protection team available to ensure that there is always someone available to record and action a concern. This ensures due-diligence and accountability when reporting and referring.

## Increased risk in safeguarding

Families will be under immense pressure at the moment and not every home will be a place of safety for the child. Some children will be living in a confined living space and may be witnessing or be subject to an abusive household situation.

Due to an increase strain on families both financially and emotionally, in response to COVID19, there is an increased requirement for safeguarding vigilance, reporting and monitoring.

Children's services may be working at a reduced capacity which will mean there is an additional prominence for persistent referring and the following up of any referrals made.

The local children's service contact details are: [0344 800 8020](tel:03448008020)

Phone: (Monday to Friday between 9.00am and 5.00pm)

For emergencies only

- If you require the Emergency Duty Team (EDT) outside of office hours Monday to Thursday - from 5pm-9am the following morning.
- From 4.35pm on Friday through to 9am the following Monday morning.
- All day (24 hours) on Bank Holidays.

The local children's service referral system is:

**Norfolk Safeguarding Children Partnership Call:** 0344 800 8021 (professional) / 0344 800 8020 (member of public)

It is important that in response to COVID19 a concern is not disregarded and is followed up and there is evidence of any action that has been taken.

If a member of staff is reporting a concern remotely, they will follow the below procedure for remote referring by completing the schools electronic concerns recording systems (CPOMS).

When a referral is made the DSL Deputy DSL or a member of the safeguarding team will follow this up and action appropriately. In response to COVID19 it is appreciated that staff will be working at a stretched capacity, **City Academy Norwich** have therefore implemented a dedicated safeguarding and child protection team whose role is to check and ensure any reports have been actioned and are being monitored efficiently.

## 10. Safeguarding Training and Staff induction

All existing **City Academy Norwich** staff have undertaken safeguarding training and have read part 1 of Keeping Children Safe in Education (KCSE). **City Academy Norwich** is monitoring any updates or changes to Government guidance and/or local arrangement and are cascading this to all staff and or volunteers.

**City Academy Norwich** has implemented a robust reporting system in place during COVID19 to ensure remote reporting is accessible and the variation in operation is taken into consideration.

Where new staff are recruited, or new volunteers enter the school, **City Academy Norwich** will provide them with a safeguarding induction.

**City Academy Norwich** will make all staff and volunteers aware of this Annex to the Safeguarding and Child Protection Policy.

**City Academy Norwich** understands that in response to COVID19 there may be movement of staff between cluster schools temporarily. On a case-by-case basis **City Academy Norwich** will assess the level of safeguarding induction required.

**City Academy Norwich** understand that every individual school will adhere to their own safeguarding and child protection policy and in most cases the existing workforce will already have received appropriate safeguarding training and all they will require is a copy of the receiving setting's child protection policy, confirmation of local processes and confirmation of DSL arrangements. However, it is important than when operating a cluster school model there is a clear, mutual comprehension of how to keep children safe in each individual setting.

## 11.Children Moving Schools

**City Academy Norwich** fully understands that in response to COVID19 pupils may have to attend another school setting. **City Academy Norwich** will provide, wherever reasonably possible, (in accordance to the Information Sharing Policy) the receiving institution with any relevant welfare and child protection information.

In the case of one of our pupils, who is a looked after child, attends a cluster school offsite, the move will be managed by our Headteacher **Mr Paul Collin** who will hold ultimate responsibility and act as the Virtual School Headteacher; their contact details are [paul.collin@cityacademynorwich.org](mailto:paul.collin@cityacademynorwich.org)

**City Academy Norwich** will ensure that in a case of one of our pupils is to be educated at a cluster school offsite, we will make the receiving school aware of the reason the child is vulnerable and any arrangements which are currently in place to support them.

If possible, before our pupil moves to a cluster school, **City Academy Norwich** will **securely** give the receiving school access to the vulnerable child's:

- EHC plan;
- Child in need plan;
- Child protection plan:

- For looked-after children, their personal education plan;
- Social worker details;
- Virtual School Headteacher with responsibility details.

In addition to the above, **City Academy Norwich** will ensure that any additional information relevant to the child, including medical condition and allergies, are logged and registered appropriately. Any medication which the child takes will be stored and handled in accordance with the **City Academy Norwich** first aid policy.

In the case that the information is unable to be transferred before arrival, **City Academy Norwich** will **securely** send the information as soon as is reasonably practicable, in any case no later than 2 days upon arrival.

**City Academy Norwich** will ensure, where it is practical, that any exchanges of information will ideally happen at DSL (or deputy) level, and likewise between special educational needs co-ordinators/named individual with oversight of SEN provision for children with EHC plans. If this is not possible, through our designated Senior Leader **Mr Simon Franklin**.

**City Academy Norwich** will continue to have appropriate regard to data protection and GDPR. We will share information for the purposes of keeping children safe.

In the event of a child being educated offsite, any information or concerns will be recorded on our safeguarding system and a copy securely given to the receiving school DSL.

In the event that **City Academy Norwich** becomes the host cluster school we will continue to follow our own internal safeguarding and child protection policy and procedures in keeping children safe. **City Academy Norwich** will request that as above any information relating to a child that is not a pupil at **City Academy Norwich** is to be transferred securely to our DSL or Deputy DSL, where practical prior to the child's arrival onsite. It is important that key contact and medical details are up to date for transferring children.

A risk assessment will be implemented and maintained for any new information received. In the event of clustering, **City Academy Norwich** will continue to have an open line of communication between the cluster school to ensure there is a clear line of reporting and escalation if necessary, to keep children safe.

In the event of clustering and if practical, there will be meetings taking (virtual or in person) place to address the needs and possible changing needs of the child.

## **12. Safer Recruitment, Volunteers and Movement of Staff**

**City Academy Norwich** continues to follow the Safer Recruitment Policy to ensure that people who are unsuitable are not allowed to enter the school in order to gain access to children. If **City Academy Norwich** recruits new staff or volunteers, we will uphold our Safer Recruitment practice, taking into account Part 3 of Keeping Children Safe in Education.

In response to COVID-19, the Disclosure and Barring Service (DBS) have

implemented COVID- 19: Changes to DBS ID checking guidelines – 24 March 2020 which minimises the need for face-to-face contact.

With the COVID19 altered provision in place children could be at greater risk of abuse from staff or volunteers. Any concern will be reported immediately.

If **City Academy Norwich** utilises volunteers, we will continue to follow the checking and risk assessment process as set out in paragraphs 167 to 172 of Keeping Children Safe in Education.

Under no circumstances will a volunteer who has not been checked be left unsupervised or allowed to work in our school especially those in regulated activity.

In the case of a cluster school, **City Academy Norwich** will ensure that the temporarily transferring member of staff's DBS record is inspected. A record will be made and upheld on **City Academy Norwich** single central record. The single central record will also be used to log details of any risk assessments carried out on volunteers and staff temporarily transferring from another school.

The Government have issue guidance, contained in **Coronavirus (COVID-19): guidance on vulnerable children and young people** - Updated 27 March 2020; that a workforce already engaging in regulated activity and who already have the appropriate DBS check, there is no expectation that a new DBS check should be obtained where that member of the workforce temporarily moves to another school or college to support the care of children.

If **City Academy Norwich** is the receiving institution for a cluster school, we will risk assess all members of staff transferred. Where possible new checks will be undertaken but if not possible, an assurance from the current employer will be received and recorded in writing.

**City Academy Norwich** will ensure that even with the cluster school arrangement it will be aware, on any given day, which staff/volunteers will be in the school and to ensure that appropriate checks have been carried out and photographic proof of identity will be held.

Any staff or volunteer new to **City Academy Norwich** will complete a safeguarding induction.

### **13. Allegations or concerns about staff**

**City Academy Norwich** will continue to adhere to the whistle blowing policy. **City Academy Norwich** understands the importance of maintaining the view that 'it can happen here'.

If necessary, **City Academy Norwich** will make referrals to the Teaching Regulation Agency (TRA) as per paragraph 166 of Keeping Children Safe in Education and the Teacher Regulatory Agency **Teacher Misconduct: referring a case – updated 28**

## March 2014

During the COVID-19 period all referrals should be made by emailing:

[Misconduct.Teacher@education.gov.uk](mailto:Misconduct.Teacher@education.gov.uk).

If concerns relates to education staff City Academy Norwich will contact the NCC Education, Quality Assurance and Intervention Service (EQAIS) on (01603 307797) who can provide advice on all education matters including whether a referral to the LADO service is required

Or by contacting Norfolk County Council Local Authority Designated Officer:

Email address: [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

### 14. New staff or volunteers

In the event of a cluster school and **City Academy Norwich** being a host school, it is important that every new member of staff or volunteer read this policy and undertake a safeguarding induction with the DSL or other appointed person prior to starting.

It is important that new members of staff or volunteers, even if working in another setting and only temporarily transferring over, are familiar with the reporting procedure and staff code of conduct at **City Academy Norwich**.

In the case of staff or volunteers transferring to **City Academy Norwich** evidence and confirmation will be sought from the home school of:

- Safeguarding training;
- Photo identification;
- Confirmation they have read policy and procedure including annex 1 to KCSIE;
- DBS check, especially where it is a regulated activity;
- Risk assessment in place;
- Contact details.

**City Academy Norwich** will ensure that any changes will be updated on the single central record immediately.

### 15. Mental Wellbeing

At this unprecedented time staff, pupils, parents and carers may be experiencing severe stress and anxiety. Everyone reacts differently to events and changes in the way that we think, feel and behave vary between different people and over time.

Teachers should be aware of this in setting expectations of pupils' work where they are at home and/or on site. Equally taking into consideration their own working arrangements and workload.

Mental health issues can bring about changes in a young people's behaviour or emotional state which can be manifested in a range of different ways, and that can be an indication of an underlying problem. Staff will have special consideration for:

- Emotional state (fearful, withdrawn, low self-esteem);
- Behaviour (aggressive or oppositional; habitual body rocking);
- Interpersonal behaviours (indiscriminate contact or affection seeking, overfriendliness or excessive clinginess; demonstrating excessively 'good' behaviour to prevent disapproval; failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed; coercive controlling behaviour; or lack of ability to understand and recognise emotions).

To support parents and carers, pupils and staff, **City Academy Norwich** will take into consideration the below factors:

- The importance on how to connect with and support others;
- The importance of voicing concerns;
- How to handle worries and concerns and coping strategies;
- The importance of physical wellbeing;
- The importance of sleep;
- Managing media and information;
- Understanding the facts;
- Focusing on positives and goal setting;
- Keeping an active mind;
- Worries about health and finance;
- Routine.

In response to COVID19 **City Academy Norwich** currently has **an electronic bank or resources to support students and parents** in the current circumstances.

The pastoral care team can be contacted on: 01603 - 452628

## **16. Peer on peer abuse**

In response to COVID19 closure or partial closure **City Academy Norwich** recognise that there is an increased opportunity for peer-on-peer abuse to take place. **City Academy Norwich** will continue to remain vigilant to signs and symptoms of such abuse taking place.

**City Academy Norwich** has completed a risk assessment for an off and onsite education provision and continue to adhere to and follow Part 5 of Keeping Children Safe in Education.

Special consideration has been given to, but not limited to:

- Children educated off site;

- The use of the internet;
- Children being educated in mixed age groups;
- Increased vulnerabilities during this time.

All pupils at **City Academy Norwich** are aware who to speak to if they have a concern using the contact details contained in section 19 of this Annex.

## 17. Online Safety in Schools

Many pupils will have an increased use of the internet in response to COVID19 which may put them at an increased risk. **City Academy Norwich** will continue to provide a safe online working environment for our pupils.

**City Academy Norwich** continues to operate an appropriate firewall, filtration and monitoring system. Staff are trained and are aware of the signs and signals of cyberbullying and other online risks.

**City Academy Norwich** has an appointed IT support officer Mr Joby Castlo-Hall whose contact details are [joby.castlo-hall@cityacademynorwich.org](mailto:joby.castlo-hall@cityacademynorwich.org)

In response to COVID19, our Governing Body have reviewed our online safeguarding procedures on **TBC**. This has been completed in accordance with the Online safety in schools and colleges: Questions from the Governing Board – updated 2 November 2016.

**City Academy Norwich** has taken guidance from the UK Safer Internet Centre to keep children safe whilst online

## 18. Online Safety away from School

When asking our pupils to work online **City Academy Norwich** places the child's safety at the highest priority.

**City Academy Norwich** recognises that in response to COVID19 the majority of pupils will not physically be attending school. This increases their vulnerability and online safeguarding risk factors. **City Academy Norwich** staff will be extra vigilant during remote interactions with pupils and report any concerns they may have in accordance with **City Academy Norwich** reporting system and Safeguarding and Child Protection policy. Where necessary, concerns will be referred to social services and if required the police. Staff and volunteers will be made aware of the importance of keeping themselves safe online.

**City Academy Norwich** ensure that any use of online learning tools and systems are in line with privacy and data protection/GDPR requirements.

### Staff

**Where possible, school staff and pupils should work from home using a remote access through recognized school apps including the Google suite and Class**

## **Charts. This limits the risk to the child and reputational damage to the school and staff.**

- Students and parents should be directed to only communicate via staff email addresses to contact the school for any issues and questions regarding home learning
- Any contact with students should be made through existing school systems and structures (e.g. email, Google Classroom, etc.) and should be focused on teaching and learning
- Staff must not give personal details (e.g. phone numbers, email addresses etc) to parents or students
- **All contacts with parents must be logged through the school's identified systems (e.g. SIMS).**
- **Staff should never call students directly by phone; where staff need to speak to students directly they must phone the parent / carer and ask the phone to be passed to the student**
- **Where reasonably possible, calls should be made from school devices**
- **Where personal devices are used, staff must ensure personal numbers are withheld**
- **Staff will not contact students via any form of live video conferencing in 1:1 settings.**

For staff, **City Academy Norwich** adopts the same principals for online learning as is set out in our staff behaviour policy or code of conduct. This includes, but is not limited to:

- Acceptable use of technologies;
- Staff pupil/student online relationships;
- Communication, including the use of social media;
- Minimum expectations;
- Online safety;
- Essential rules for remote teaching;
- SENCO and pastoral care team;
- Subject leaders and tutors;

The above COVID19 teacher protocol has been adopted as laid out in our Home Learning Guidance on **19<sup>th</sup> March 2020**.

## **Pupils, Parents and Carers**

Pupils, parents or carers, adopt the same principals for online learning as set out in the pupil behaviour policy and signed by all parties on enrollment at the school. This also covers the increased use of home learning in response to COVID19.

**City Academy Norwich** understands that not every parent will feel comfortable allowing their child to use the internet for face-to-face contact and for some parents or carers they may feel this is an invasion of their privacy. **City Academy Norwich** will discuss with the parents and carers any concerns they may have including who will have access to the face-to-face learning via an online model.

**City Academy Norwich** will maintain continued communication with parents and carers during this time to reinforce the importance of safe online learning. Advice will be given such as, but not limited to:

- Confirmation of online tools and or sites that the school will be using/if using;
- Confirmation of what the child may be asked to do online;
- Confirmation as to who their child will be interacting with online;
- Confirmation as to whether other pupils will be able to access their child via the online platform;
- Allowing the parent or carer the opportunity to voice any concerns;
- The importance of not leaving the child alone during screen time;
- Monitoring the search history;
- Maintaining open communication with the child about online safety;
- How to report a concern;
- Ensuring during face-to-face online sessions the child take place in an appropriate central home location.

**City Academy Norwich** will ensure parents and carers understand the importance of safe online procurement if wishing to engage in a supplementary online learning resource or tutor for their child. It is importance that parents, and carers understand that anyone having access to their child should be vetted appropriately and should be procured through a reputable source. **Not everyone offering a service in response to COVID19 will have good intentions.**

Parents and Carers at **City Academy Norwich** will be provided with links to lists of support services including:

- **Internet matters** - for support for parents and carers to keep their children safe online
- **Net-aware** - for support for parents and careers from the NSPCC
- **Parent info** - for support for parents and carers to keep their children safe online
- **Thinkuknow** - for advice from the National Crime Agency to stay safe online
- **UK Safer Internet Centre** - advice for parents and carers
- **Local Support specific to Norfolk.**

**City Academy Norwich** appreciates that not every child will have access to computer or internet facilities in the home. **City Academy Norwich** will ensure that age appropriate resources are sent to any child who cannot access an online provision. In the case whereby a child is unable to access online facilities and in accordance with the risk rating system, the child will be contacted daily with a welfare call.

Children are able to report any concerns they have online back to the school using the details contained in section 19 of this Annex.

## **19. Help and Support**

**City Academy Norwich** emergency contact details: 01603 452628

### **For parents, carers and pupils**

**City Academy Norwich** has ensured that both parents and pupils have an open line of communication with the school. There are dedicated staff on site available to parent by phone and email during the school day on 01603 452628.

All children have been made aware how to report a concern remotely and have also been issued with the ChildLine contact details.

ChildLine: 0800 1111 who are operating a 9am – Midnight service in response to

COVID19. UK Safer Internet Centre: <https://reportharmfulcontent.com/report/>

CEOP: <https://www.ceop.police.uk/ceop-reporting/> Police: 999 if the child is in immediate danger.

### **Staff**

**City Academy Norwich** has ensured that there is an open communication line for all staff. This takes place via **school email to line manager or member of the Senior Leadership Team.**

### **General**

#### **The Department for Education COVID-19 helpline:**

Email:

[DfE.coronavirushelpline@education.gov.uk](mailto:DfE.coronavirushelpline@education.gov.uk)

Telephone: 0800 046 8687

Lines are open Monday to Friday from 8am to 6pm and weekends 10am to 4pm.

**Young Minds Crisis Messenger:** 85258 – free text service for 24/7 support

#### **NSPCC Helpline:**

Phone: 0808 800 5000

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Mind:** [www.mind.org.uk](http://www.mind.org.uk)

## **20. References**

- Coronavirus (COVID-19): guidance on vulnerable children and young people - Updated 27 March 2020
- Guidance for schools about temporarily closing - Updated 27 March 2020
- Coronavirus (COVID-19): safeguarding in schools, colleges and other providers - Published 27 March 2020

- COVID-19: Changes to DBS ID checking guidelines – 24 March 2020
- Questions from the Governing Board – updated 2 November 2016.
- Keeping Children Safe in Education
- Working Together to Keep Children Safe
- Teacher Misconduct: referring a case – updated 28 March 2014
- NSPCC Lone Working Guidance – Published 30 September 2019
- CEOP
- UK Safer Internet Centre
- Safer Recruitment Policy
- Attendance Policy
- Whistle Blowing Policy
- First aid policy
- Staff behaviour policy – code of conduct
- Pupil behaviour policy