

Brighter Futures Academy Trust

CPOMS Policy

2020/21



Contents

Section 1:	What is CPOMS?
Section 2:	The role of CPOMS in Safeguarding
Section 3:	Permission levels
Section 4:	How to access CPOMS
Section 5:	How to record and incident

Section 1: What is CPOMS?

CPOMS (Child Protection Online Monitoring Service) is a software application for monitoring child protection and other pupil welfare issues, which works alongside our school's existing safeguarding procedures.

CPOMS aids in the management of child protection, behavioural issues, special educational needs/disability, domestic/home related issues and other issues pertaining to the welfare of pupils in school.

Every member of staff across the school has an obligation to report any concerns that they may have. **CPOMS** allows us to record information in a central system and have relevant people alerted immediately. DSL's are able to build a chronology around a pupil and can produce reports for **meetings, governors** and **Ofsted** and fulfil any information requests from professionals/parents.

Every member of staff needs to be mindful that their recordings could potentially be part of a Freedom of Information request from a parent or agency such as the courts/police; it is therefore of paramount importance that every recording contains **ONLY** factual information and nothing which is open to interpretation or untrue. Recordings must be of a professional standard, including accurate spelling and language which is in no way discriminatory.

Section 2: The role of CPOMS in Safeguarding

CPOMS has **not** completely replaced the 'safeguarding incident' forms as the means of recording safeguarding concerns about a child; **nor is it a substitute for immediately passing on a child protection concern to the DSL**. If a member of staff identifies an immediate child protection concern, they must act in accordance with the Child Protection Procedures and alert the DSL immediately with regards to the nature of the concern.

The member of staff must also record in writing this concern via one of the following means:

- **SLT/Teachers/admin/pastoral staff:** Record the concern on CPOMS in accordance with training.
- **Teaching assistants/lunchtime supervisors/ cleaning staff/anyone without a CPOMS account:** Record the concern on a 'safeguarding concern form' located in the staffroom/individual classroom and **HAND TO THE DSL**.
It is the responsibility of the DSL to scan the concern form onto CPOMS.

Staff may also log significant events on CPOMS **if they feel this information will be useful to pastoral staff/SLT to know and which may have an impact on the welfare of a child** e.g. parent lost job, parents separated, significant bereavement, parent in prison or a significant piece of information regarding significant wider family members.

Staff may also log 'parental contact' **if they feel this information will be useful to pastoral staff/SLT to know and which may have an impact on the welfare of a child** e.g. parent displaying violent/aggressive/discriminatory behaviour, parent informing school of changes in behaviour/child worried about school or social relationships.

There are occasions whereby staff come to know about incidents outside of school either through direct observation/third party. This may be recorded **if they feel this information will be useful to pastoral staff/SLT to know and which may have an impact on the welfare of a child** e.g. social media issues, parent/carer seen being physically/verbally inappropriate with their child, parent seen using substances/excessive alcohol use, child seen having contact with parent which school are aware is unsuitable/explicitly not allowed.

Depending on the nature of the incident, this may need to be considered in the context of the current knowledge of the family (i.e. if the child/ren are on a child protection plan).

Section 3: Permission levels

Full system access and administration rights are only available to DSL's.

Full system access (apart from CIN, CP and safeguarding concerns/safeguarding meetings) are available to SLT.

'Write only' access is available to teachers- they can 'add/view incidents/actions'.

'Write only' access is also available to admin staff, pastoral workers and the school sports coach.

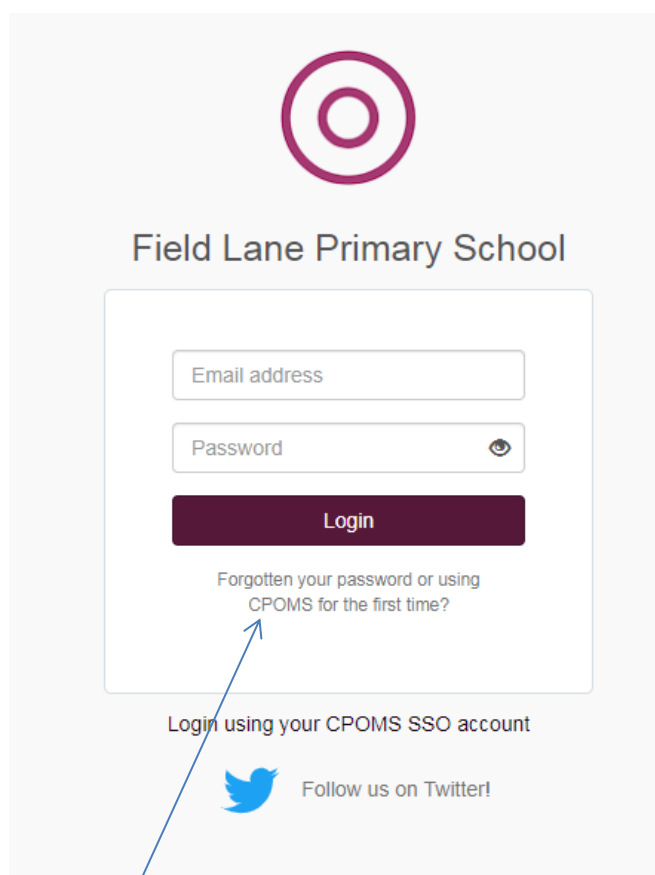
ALL DSL's and SLT have the **'CPOMS Authenticator'** whether this is a hard key OR soft key access. If a CPOM key is lost or misplaced, it is the responsibility of the key holder to report this to the **CPOM helpdesk** (01756 797766) as soon as possible so it can be disabled.

Section 4: How to access CPOMS

CPOMs can be accessed from wherever there is an internet connection as it uses a web-browser interface. This means that any mobile device can be used. All teaching staff have **write access**- which means anyone on the teaching staff can **add incidents and actions**.

Initial set-up:

- Siddal Primary School CPOMS server is accessible at: <https://fieldlane.cpoms.net>
- Your user name is your school email address.
- When you have accessed the web page, the following image will be visible:



To set up your password:

1. Click the tab as directed
2. Enter your SCHOOL email address in the box and submit.
3. This will send a reset password to your school email. Use this to log into the CPOMS system and then create a password. It **MUST** be 8 or more characters long, using a mix of lower- & upper-case, digits and symbols.
4. Passwords will be force-changed every 60 days.

Section 5: How to record an incident

ALL STAFF MUST ONLY RECORD INCIDENTS WHEN LOGGED INTO THEIR OWN CPOMS ACCOUNT

1. Click on **Add Incident** in the purple banner at the top
2. **Student:** Type in the name of the child you wish to report (a list of options will appear, please make sure you click on the right child)
3. **Incident:** Begin writing up the incident. Use the below as a guide:
 - **WHAT** you are recording: direct conversation, phone call, observation.
 - **MAIN CONTENT:** the main and RELEVANT FACTS must be recorded i.e. what have you been told? What have you observed? If you are recording a conversation with a child, please record the words/phrases which they used.
 - If the child has a physical injury, use the **body map** to note any marks or injuries, as well as a description of the mark i.e. colour, shape.
 - **ACTION:** What have you now done regarding the incident? E.g. contacted a parent, spoken to the child? If any advice was given, please record this as succinctly as possible.
 - **CPOMS must NOT be used as an alternative to communicating actions directly to members of staff. 'Actions' logged must have already been carried out or logged once agreed with another professional.**
4. **Categories:** Choose a category to identify the nature of your concern. If you are unsure, then choose the most suitable category. (Do not choose Child Protection or Child in Need as a category, only safeguarding leads to allocate these)
5. **Linked students:** If you are reporting an incident that concerns other children in school please add them in the linked students bar. (This may be siblings, friends or other children involved in an incident in school). If a linked student is being referred to in the text, please use their initials only.
6. **Alert staff members- ALWAYS** click the 'Safeguarding team' button for safeguarding concerns/welfare/home issues and SLT for any issues which are NOT safeguarding related. To alert specific individuals start to type the name and options will appear them

click on the correct name. **Care must be taken not to communicate sensitive information to those who are not permitted to know.**

7. **Files:** The option to upload documents is available here e.g. school notes, letters, reports
8. **Add Incident:** Click to submit the incident and alert all staff that you have identified.
YOU CANNOT EDIT THE INCIDENT ONCE IT IS SUBMITTED.
9. If you make a significant mistake and realise after it is submitted, take note of the incident and let **a DSL know.**
10. **Action:** If you have an action to add (you may have spoken to a parent, discussed with colleague or have more information) you can then add this by clicking add action underneath the incident. Again alert the relevant staff.
11. Once you are **alerted to an incident** an email is sent to your school email address. It will tell you who created the alert and the category it comes under but no other information. Once you have read the incident, you can **mark as read** acknowledge that you have seen the incident and understand the content. However, if you are required to follow up the incident, you will need to click add action and comment.
12. Follow up any actions as requested and log outcome as another action for the same incident.

ALL information on CPOMS is both **sensitive and confidential**, please do not discuss anything with other staff members or leave the page open in view at school or public places.

Appendix 1)

Example entry (Good recording):

During lunchtime play, Sarah approached me and was crying.

I asked her what the matter was and she replied – ‘I don’t like my life anymore’

I asked her why and she replied – ‘My mum and her boyfriend argue all the time, they always have cans of stuff which they drink, I really don’t want to go home today because they are having a party tonight and that man will be there- you know that one....’

I told Sarah that I did not know what man she meant, but when I said this she ran off to play with her friends.

Verbally passed on information immediately to DSL

Action: (DSL would record follow up action)

Example entry 2 (Poor/irrelevant recording):

Today outside at home time, parent was very angry at their child not getting into the choir. I asked them if their child had auditioned and they said they did not because they did not receive a letter about this, even though the rest of the class had. I said that I had asked the class teacher to ensure each child had a letter and that she must have overlooked Tommy by mistake. I said I was very sorry that they had not had one as Tommy is a wonderful singer and I often praise him for his excellent singing during assembly. I said that I would make sure this does not happen again as this did not happen last year when it was choir auditions. Mum agreed that it did not happen last year and asked if he could be considered for the choir this year even though he has not auditioned. Mum thanked me for my help and left- she understood that Tommy will not be allowed to join the choir this year.

Action:

Mrs Smith- why did Tommy not receive a letter?

