

# COVID 19 Safeguarding Plan

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## **COVID – 19 Safeguarding Plan**

Whilst CRC has moved to offsite learning, we note that Keeping Children Safe in Education 2019 still applies in full. The following plan has been implemented to ensure our students are safe.

### **1. Contact arrangements**

Staff have been provided with the contact details for all DSLs and DDSs – mobile numbers and email addresses via an all staff email. This includes sharing the general Safeguarding Inbox. (Appendix 1).

The DSL and Deputy DSLs have updated their out of office email message detailing how to contact the team about safeguarding issues.

The main phone message directs callers to the website or live chat operators. On the website, safeguarding contacts have been updated and live chat operators have been provided with information about how to contact the safeguarding team.

### **2. Staff**

Staff have clear guidance as to the procedures they should follow if they have concerns about a student while the College sites remain closed and learning is undertaken off site.

My Concern can be used by staff in the same way as if they were present in College. Staff have been reminded to be mindful of confidentiality when accessing sensitive information in their home.

Staff have been reminded of how to report any concerns about another member of staff. Governors have been provided with this plan.

### **3. Vulnerable students**

Vulnerable students are classified by the Government as those with an EHCP (Education Health and Care Plan) and CP/CIN (Child Protection/Child in Need) and LAC (Looked After Child) but not EHA (Early Help Assessment).

#### Communication about Campus Closure/Online Learning

Our most vulnerable students (CP/CIN) have been contacted to discuss the off-site learning period to understand any support needed, ensure students know how to make contact, advise on any contact the college will be making and ensuring students have contact details for any support available. For example, Childline 0800 1111.

All corporate parents, virtual schools, and partner agencies were contacted to inform them of the College's decision to close campuses to students 17<sup>th</sup> and 18<sup>th</sup> March. This was followed up by a letter sent on 18<sup>th</sup> March. (Appendix 2)

All parents of a student with an EHCP have been sent a letter (Appendix 3) informing them of the process to inform the College if they believe the student is safer in College than home.

### Risk Assessment

An initial risk assessment has been undertaken of all students deemed to be at risk. This includes CP/CIN and LAC, but also includes all students with a current case open with the safeguarding team, all those who are being supported by the College welfare team, students being supported by a Progression Coach, students in regular contact with our Student Liaison Officers and students being supported by the College Counsellor. This includes Early Help, Mental Health, Social Care, Prevent, Care Leavers, those undertaking counselling, families where there is Domestic Abuse, young people known to be at risk of exploitation and young carers with a safeguarding concern.

Where parents of students with an EHCP have contacted the College to advise that they believe the student to be safer in College, a risk assessment has been undertaken to determine the safest place for the student.

A contact plan has been established for all students that the College believes would benefit from additional support. This includes nearly 380 students under the Student Hub.

An in-depth risk assessment has been made for the DSL and Deputy DSLs of all CP/CIN students. All students are deemed safe. Relevant agencies have been contacted and advised we have risk assessed that the student is safer at home than in college and to contact us if they disagree.

### Contact Plan

During term time when students are studying off-site, the College will make contacts with vulnerable students as follows:

Students who are currently on a Child Protection Plan	Daily contact by phone	Safeguarding team. Each student has been allocated a lead safeguarding officer. Any concerns will be reported to the student's social worker as normal.
Students open to Social Care under Child in Need (CIN)	Contact 2-3 times a week	Safeguarding team. Each student has been allocated a lead safeguarding officer.
LAC Care Leavers Young Carers Students with a Young Person Worker or Family Worker	At least weekly contact unless we believe it should be more regular for those in certain circumstances.	Safeguarding team. Each student has been allocated a lead safeguarding officer.

All other students on the contact plan	At least weekly contact unless we believe it should be more regular for those in certain circumstances.	Allocated member of staff for each student.
International students	Every other day – welfare check	Allocated member of the international team.

Where we think a phone call will not suffice the team will have face-to-face contact, using Skype or Microsoft teams.

Staff using Skype or Microsoft teams are aware of the professional conduct required including ensuring no identifiable features are in the background – use a blank wall/curtain, no other household members are around and the staff member and the student are appropriately dressed etc.

If during the conversation, the safeguarding officer feels it necessary, they will start recording the online meeting. In most circumstances, the safeguarding officer would advise the student that recording is starting.

Staff have CRC phones for operational reasons but if they have to use personal phones, they will ensure that they use call screening to protect their own number and delete any student numbers from personal phones directly after contact.

All vulnerable students will be informed by phone of the contact number and email on which they can call or text the DSLs if they themselves are at risk or they are worried about a friend/family member. This is being reinforced in the weekly TMail used by Tutors and information is on the College website.

All contact with students will be logged on My Concern and/or Pro-monitor.

Where it becomes impossible to contact vulnerable students, staff will make contact with the person/people logged as emergency contacts, to try to ascertain the whereabouts of the student and whether they are safe. Should the team still be unable to contact the student and are concerned about their safety, they will contact relevant agencies or the Police.

Where we are unable to contact those students classified as vulnerable by the Government, the college will contact the social worker or most relevant agency. All contact will be recorded on ProMonitor.

#### Attendance monitoring

Dedicated attendance monitoring of LAC and CL's will continue as normal – hourly reports provided of non-attendance and followed up by the Designated Person for Looked After Children & Safeguarding / SOVA Officer.

New reports are being developed by MIS to enable enhanced attendance monitoring of CP/CIN and students with an EHCP. CP/CIN will be monitored by the safeguarding team.

The attendance guidelines, circulated on Friday 20<sup>th</sup> to all curriculum staff indicates that where a student with an EHCP is not present, that this must be followed up by the tutor on ProMonitor and that relevant Team Leader, Head of Department and Director of Supported Learning are made aware. Follow up will also be made by the Curriculum Admin team. The new report will enable enhanced monitoring by Director of Supported Learning, Heads of Departments and Team Leaders.

Attendance monitoring for all other students will continue by tutors. Contact will be made by the tutors for those students not attending online classes and referrals will be made to the Safeguarding Team where there are any concerns. Attendance will also be monitored by Curriculum Managers who will be informed of each non-attendance via ProMonitor

#### **4. Information for parents**

The following information has been posted on the College to help students and parents in order for them to be able to support their children when College is closed.

<https://www.nspcc.org.uk/>

<http://www.safeguardingcambspeterborough.org.uk/children-board/parents-carers/>

<https://www.keep-your-head.com/cyp>

<https://www.thinkuknow.co.uk/parents/>

<https://www.womensaid.org.uk/>

[https://www.cambsdasv.org.uk/website/support\\_help/84011](https://www.cambsdasv.org.uk/website/support_help/84011)

#### **5. Student welfare and wellbeing**

TMail will incorporate information, advice and guidance to help students stay safe from Coronavirus, whilst working from home and outside of home.

Information to help students cope whilst studying at home, especially around maintaining positive mental health, has and will continue to be posted on the online hub.

The college welfare team will continue to operate remotely to support students who need help.

Those students who receive free school meals, will be paid every 2 weeks in advance so that they can afford to purchase lunches.

The absence helpline will continue as normal and messages will be picked up remotely. Parents will be advised to continue reporting absence from online learning as they would if students were attending college.

## 6. Teddy Bear Nursery

The nursery DSL has advised of the following:

Early Years Coordinator has provided advice

Both families with Early Support have been spoken to ensure they have all relevant contact names/numbers/email addresses of all involved professionals. All arranged appointments, such as paediatrician, SALT (speech and language therapy) are continuing via telephone communication. The DSL will check in with these two families on a regular basis during term time via email and the nursery mobile.

## 7. Contact Details

Contact details of referral agencies during this time and briefings for referrers are provided in Appendix 4.

### Appendix 1 – Staff Communication

#### Safeguarding Students

Good morning everyone

It is important during these challenging times that we continue to have a culture of vigilance to protect and safeguard our students. **Please take the time to read the information below which details our safeguarding arrangements at this time.**

#### REPORTING CONCERNS

If you have any concerns about a child/young person whilst college operates off site/online learning, please follow our normal college procedures.

Please continue to log any concerns you have on **My Concern** and this will be picked up by the Safeguarding team. They are monitoring this in our usual way. **If you are not sure if the issue is safeguarding or want any advice before you log the concern, please call the numbers detailed below.**

Staff should be mindful of confidentiality when accessing sensitive information from home or discussing this on the telephone with colleagues. Conversations should take place in a secure and private space, where family members are not close by and conversations cannot be overheard.

#### CONTACT DETAILS

Please be reminded that the Safeguarding Team can be contacted on any of the following telephone numbers and are available to help you.

**The Safeguarding Team can be contacted on their normal numbers as follows:**

07772428052

07968243094

**For this period the team can also be contacted on:**

07989227493

07772430425

**The DSL and Deputy DSLs contact details are below**

Name	Role	Email	Telephone
Michelle Dowse	Deputy Principal and DSL	<a href="mailto:Mdowse@camre.ac.uk">Mdowse@camre.ac.uk</a>	07875 174594
Gayle Brown	Student Support Manager and Deputy Safeguarding Lead	Gbrown@camre.ac.uk	07772 430425
Emily Bennett	Director of Student Experience and DDSL	ebennett@camre.ac.uk	07528 930086
Jeremy Lloyd	Director of Supported Learning and DDSL	<a href="mailto:jlloyd@camre.ac.uk">jlloyd@camre.ac.uk</a>	07720 593224

There is also a generic safeguarding email inbox for any general enquiries, not concerns – [safeguarding@camre.ac.uk](mailto:safeguarding@camre.ac.uk)

**ATTENDANCE MONITORING**

Tutors are reminded that any absence from online sessions should be followed up as we would in college – promptly. This not only keeps students on track with their studies but ensures that our students are safe. If a student is absent from a session follow this up with an email to the student and parent (where there is consent) and with a ProMonitor Comment ‘Attendance’ and ensure it is sent to your manager so they can follow up if needed.

Non-attendance of Looked after Children and care leavers is currently followed up by Sarah-Jo Jefford. If you have any concerns, Sarah-Jo can be contacted via email [sjjefford@camre.ac.uk](mailto:sjjefford@camre.ac.uk) or on mobile 07969567385.

During this time, a handful of students will have their attendance monitored by the safeguarding team. Where this is the case, there will be a note on ProMonitor stating ATTENDANCE MONITORING BY SAFEGUARDING TEAM.

For students with Education, Health and Care Plans, it is essential that you follow the guidance on attendance. For students with an EHCP, if they are not present in your timetabled session, then you must log the student absence on ProMonitor as an ‘attendance’ comment. Please make sure that this is sent through ProMonitor to Curriculum Admin, your Head of Department, Team Leader and the Director of Supported Learning, Jeremy Lloyd.

## **STAFF CONCERNS**

As a reminder, if you have any concerns about the conduct of a member of staff, this should **not** be reported through My Concern and the DSL, Michelle Dowse, should be contacted directly. In the absence of the DSL, please contact the Director of HR, Laura Kerry on [lkerry@camre.ac.uk](mailto:lkerry@camre.ac.uk)

Thank you for your support.

Michelle Dowse  
Deputy Principal and Designated Safeguarding Lead



## Appendix 2 – Letter to all those involved with LAC

18 March 2020

Dear

### LAC learners and Care Leavers at Cambridge Regional College

In light of these unprecedented times as a result of CoVid19, I am writing to advise you that from 4.30pm today 18 March, Cambridge Regional College will close until after the Easter break. We hope to return on Monday 20 April. Wherever possible students are being taught on line.

We are writing to notify all relevant parties including Virtual Schools, foster carers / keyworkers and the social worker for each child and for those students who are in hostels or semi-independent living the centre manager, key worker and social worker, of our decision.

We will be manning a helpline for any learners or agencies requiring support during this period but as the students are not in college, we are writing to fulfil **our duty of care and advise all relevant parties that all parents / carers or centre managers/key workers are responsible for ensuring the safety of the child in their care during this period.**

Where there are any learners with restrictions e.g. around internet use, then we will be making adjustments by posting out materials or to arrange for students to log in to the VLE whilst supervised. This will be addressed on a case by case basis.

I will be calling each of you to confirm receipt of this letter but if in the meantime you need to get in touch please don't hesitate to call me on 07773229796

Yours sincerely

Sarah-Jo Jefford

Designated Person for Looked After Children & Safeguarding / SOVA Officer

### Appendix 3 – Letter to Parents of a student with an EHCP

20<sup>th</sup> March 2020

Dear Parent,

We wanted to update you on the latest government guidance relating to Coronavirus (COVID-19) and our college plans moving forwards. The government guidance is clear and as follows.

1. All children or young people should be at home and safe.
2. Parents should not rely for childcare on those 'who are advised to be in the stringent social distancing category'. This includes grandparents, friends, or family members with underlying conditions.
3. Parents should also do everything they can to ensure children or young people are not mixing socially in a way which can continue to spread the virus. They should observe the same social distancing principles as adults.

The Government has requested that all schools and colleges provide **optional** care for a **limited number of children/young people**.

If you believe that your child/young person would be **safer in College than at home** please contact us urgently using the following e-mail [ParentForum@camre.ac.uk](mailto:ParentForum@camre.ac.uk)

We will then contact you on Monday 23<sup>rd</sup> March 2020, to discuss any support that we may be able to provide taking in to full account the Government instruction that every child who can be at home should be at home. We will during the course of this discussion risk assess the need for any student to not be at home.

I want to reiterate the key message about the closure plans: **Every child or young person who can be safely cared for at home should be**. We absolutely understand that families are worried about being able to work but these are extraordinary times and we are all having to make some very difficult decisions and sacrifices.

However, with the challenges we face with our own staff and the national social distancing policy, we wish to minimise any risks by offering limited places.

This remains an ever-changing situation and the position may well change again in the future. We will continue to update you as the need arises. As you know we are working extremely hard to ensure that there is the continuation of learning at home and you should contact your tutor for further information.

I would like to thank you for your continued support and understanding during this period.

Best wishes,

Mark Robertson

Principal and CEO

Cambridge Regional College

## **Appendix 4**

### **Team Numbers for CCC Children's Social Care - March 2020**

From 24<sup>th</sup> March - safeguarding advice service - leave a message and a number to be called back.

#### **01223 703800**

Alternatively, email:

[ECPS.General@cambridgeshire.gov.uk](mailto:ECPS.General@cambridgeshire.gov.uk) detailing the return telephone number and a request for a call or detail of the query in the email.

**MASH (via Customer Services):** 0345 045 5203

#### **Safeguarding:**

East Cambs Assessment Team - 01353 612777 – email [EastAssessment@cambridgeshire.gov.uk](mailto:EastAssessment@cambridgeshire.gov.uk)

East Cambs Childrens Team - 01353 612775 – email [EastChildTeam1@cambridgeshire.gov.uk](mailto:EastChildTeam1@cambridgeshire.gov.uk)

South Adolescent Team - 01353 612776 – email [SouthAdolescent@cambridgeshire.gov.uk](mailto:SouthAdolescent@cambridgeshire.gov.uk)

South Cambs Assessment Team - 01223 728 332 – email

[SouthAssessmentTeam@cambridgeshire.gov.uk](mailto:SouthAssessmentTeam@cambridgeshire.gov.uk)

South Cambs Childrens Team 1 - 01223 507192 – email

[SouthChildTeam1@cambridgeshire.gov.uk](mailto:SouthChildTeam1@cambridgeshire.gov.uk)

South Cambs Childrens Team 2 - 01223 507197 email [SouthChildTeam2@cambridgeshire.gov.uk](mailto:SouthChildTeam2@cambridgeshire.gov.uk)

South Adolescent Team - 01353 612776 – email [SouthAdolescent@cambridgeshire.gov.uk](mailto:SouthAdolescent@cambridgeshire.gov.uk)

City Cambs Assessment Team: 01223 729004 – email [CityAssessment@cambridgeshire.gov.uk](mailto:CityAssessment@cambridgeshire.gov.uk)

City Childrens Team 1 - 01223 507205 – email [CityChildTeam1@cambridgeshire.gov.uk](mailto:CityChildTeam1@cambridgeshire.gov.uk)

City Childrens Team 2 - 01223 507226 – email [SouthAdolescent@cambridgeshire.gov.uk](mailto:SouthAdolescent@cambridgeshire.gov.uk)

South Adolescent Team - 01353 612776 – email [SouthAdolescent@cambridgeshire.gov.uk](mailto:SouthAdolescent@cambridgeshire.gov.uk)

Fenland Assessment- 01354 750190 – email [FenAssessment@cambridgeshire.gov.uk](mailto:FenAssessment@cambridgeshire.gov.uk)

Fenland Childrens Team 1 - 01354 754266 – email [FenChildTeam1@cambridgeshire.gov.uk](mailto:FenChildTeam1@cambridgeshire.gov.uk)

Fenland Childrens Team 2 - 01354 754267 – email [FenChildTeam2@cambridgeshire.gov.uk](mailto:FenChildTeam2@cambridgeshire.gov.uk)

North Adolescent Team - 01354 754267 – email [NorthAdolescent@cambridgeshire.gov.uk](mailto:NorthAdolescent@cambridgeshire.gov.uk)

Hunts Assessment Team - 01480 379601 – email [HuntsAssessment@cambridgeshire.gov.uk](mailto:HuntsAssessment@cambridgeshire.gov.uk)

Hunts Childrens Team 1 - 01480 372172 – email [HuntChildTeam1@cambridgeshire.gov.uk](mailto:HuntChildTeam1@cambridgeshire.gov.uk)

Hunts Childrens Team 2 - 01480 372173 – email [HuntChildTeam2@cambridgeshire.gov.uk](mailto:HuntChildTeam2@cambridgeshire.gov.uk)

#### **Disability Social Work Teams:**

Cambridge - 01223 729128 -

[DisabledChildrens.SocialWorkTeamCambridge@cambridgeshire.gov.uk](mailto:DisabledChildrens.SocialWorkTeamCambridge@cambridgeshire.gov.uk)

Fenland - 01354 750332 – email

[DisabledChildrens.SocialWorkTeamFenland@cambridgeshire.gov.uk](mailto:DisabledChildrens.SocialWorkTeamFenland@cambridgeshire.gov.uk)

Huntingdon – 01480 376222 - email

[DisabledChildrens.SocialWorkTeamHunts@cambridgeshire.gov.uk](mailto:DisabledChildrens.SocialWorkTeamHunts@cambridgeshire.gov.uk)

Disabled Children's Referral & Assessment Team - 01480 372677

**Children in Care:**

Children in Care - 01480 372658

Fostering - 01480 377619

Adoption - 01223 699392 or 0300 123 1093

**Team Numbers for Early Help March 2020**

**Early Help Hub** - 0345 045 5203 (via customer services)

**East Early Help:**

East District Early Help Team: 01353 612890

**South Cambs Early Help:**

South District Early Help Team: 01223 475 921

**City Early Help**

City District Early Help Team: 01223 728 580

**Fenland Early Help:**

District Early Help Team MCW – 01354 750359 / 750186

District Early Help Team Wisbech – 01354 750401

**Hunts/St Ives Early Help:**

Huntingdon & St Ives District Early Help Team – 01480 372700

**Ramsey/St Neots Early Help:**

Ramsey/St Neots Early Help District Team – 01480 376199

**Team Numbers for PCC March 2020**

Children's Social Care Management Team- 01733 863614

Assessment Team 1- 01733 864612

Assessment Team 2- 01733 864612

Assessment Team 3- 01733 864612

Family Safeguarding Team 1- 01733 864198

Family Safeguarding Team 2- 01733 864184

Family Safeguarding Team 3- 01733 864197

Family Safeguarding Team 4- 01733 864199

Family Safeguarding Team 5- 01733 864200

Family Safeguarding Team 6- 01733 864367

Children in Care Team 1- 01733 864350

Children in Care Team 2- 01733 864348

Leaving Care Team- 01733 864371

Welland Family Centre- 01733 864521

CSC MASH TEAM- Chord Park- 01480 372596

MASHHUB- 0345 045 1362

### **Briefing for Professional Referrers**

During these unprecedented times it has been necessary for Childrens Services to make some immediate changes to the way in which services will be delivered. We need to reduce the volume of work coming into the Front Door so that we can ensure that our reduced resource is absolutely able to focus on the children and families that require immediate support and intervention.

### **Significant Harm**

We will continue to receive telephone referrals for significant and immediate risk to children and a written referral should follow this phone call within 24 hours. These are the cases that are likely to require immediate safeguarding action to be taken.

### **Section 17 Support**

We will continue to receive referrals for children who require a comprehensive assessment of need, where there are concerns about parental capacity to meet their needs effectively and where there is a risk of harm. **This is an intervention that requires parental consent** and therefore we would ask that this is obtained and that all other appropriate resources have been utilised/explored to support the child/children and their family before a referral is made. We would ask that to assist us in triaging and prioritising these cases that you are clear what the impact of the current situation is on the child and why statutory intervention is needed. **If there is no parental consent obtained and there are no identified safeguarding concerns the referral will be rejected and returned to referring professional for follow up**

### **MASH**

MASH staff will focus on completing enquiries on those cases where further information is required to filter out whether a statutory intervention is absolutely required. It is appreciated that partner agencies may be challenged to contribute fully to MASH information gathering but we would ask that proportionate and relevant information is provided as a minimum and within the requested timescales to ensure that decisions as to what is required can be made.

### **Early Help**

In respect of Early Help support within Cambridgeshire the Early Help District Teams will continue to function albeit on a reduced level to offer support to children and families and within Peterborough the MASG panels will continue to operate virtually.

To assist us in dealing with the priority cases we would ask that you do the following:

- Review the **LOCAL OFFER** and signpost families to resources that are available to support them

- Please only complete an Early Help Assessment if you feel that by not doing so at the current time, the children could be placed at risk of potential harm
- If you are unsure about whether an Early Help Assessment is required please email [earlyhelp@peterborough.gov.uk](mailto:earlyhelp@peterborough.gov.uk) or [early.help@cambridgeshire.gov.uk](mailto:early.help@cambridgeshire.gov.uk)

### **What we will be suspending for 12 weeks**

#### **The following should NOT be sent through to the Customer Service Centre**

- Domestic Abuse referrals that are judged to be standard by police
- Requests for Information on whether children are known or have been known to our service
- Chaperone checks
- Any new EHCP requests or associated paperwork
- Background checks for example for Ofsted/CAFCASS
- IDVA notifications
- Court orders where there is no safeguarding risk or action to be taken

## Child Protection Conferences – expecting an update following lockdown

Dear all,

I am writing to you to inform you of some changes we will be making to the way Initial and review Child Protection Conferences will be held in light of Covid-19.

### **(ICPCs)**

- The CP Chair will still attend the venue for the ICPC in person
- Family members will still be invited to attend the ICPC at the designated venue in person. The CP Chair will call family members to ask if they are self-isolating and if they have any symptoms of the Coronavirus – if family members answer yes to any of these questions they will be asked not to attend and to give their views by phone.
- The Minute Taker for the ICPC will still attend the venue for the ICPC in person
- The Social Worker / Team Manager will still attend the venue for the ICPC in person
- All partner agencies will dial into the ICPC. SQA will send out notifications to all partner agencies via email with details of the ICPC and details of the dial-in number and code.
- If any agency cannot dial in a report should be provided.
- ICPCs will be shorter in timescale, all attendees will be asked to focus on what the risks are and how the risks can be managed.
- Conference members will need to be clear when devising plans that the CP or CIN plan is SMART.

### **(RCPCs)**

- The CP Chair will chair the conference via dialling into the conference
- The Minute Taker will take minutes for the RCPC via dialling into the conference
- The CP Chair will telephone family members prior to the RCPC to gather their views (parents are receiving separate communication about this temporary change), family members will not be dialling into the RCPC.
- The CP Chair will telephone family members after the RCPC to advise of decision making at the RCPC
- All partner agencies will dial into the RCPC. SQA will send out notifications to all partner agencies via email with details of the RCPC and dial in number and code.
- If any agency cannot dial in a report should be provided.
- RCPCs will focus on reviewing the CP plan. RCPCs will be shorter in timescale.
- Conference members will need to be clear when devising plans to ensure the CP or CIN plan is SMART.

Kind Regards  
Alison Bennett  
Assistant Director  
Safeguarding and Quality Assurance

## Document history

Date	Issue number	Change/Comments	Date Approved	Approved by
<b>1/4/2020</b>	1	Addendum to safeguarding policy in light of lock down restrictions	25/3/2020	SMT





**Contact Us**  
enquiry@camre.ac.uk