



Quality First Education Trust

Arrangements for Child Protection and Safeguarding During Covid -19 school closures Version 4.0 (8th March 2021)

This annex forms an extraordinary amendment to the Q1E Safeguarding and Child Protection policy. It sets out details of our safeguarding arrangements during the Covid-19 school closure period. **This version is operational from 8th March 2021** for as long as required. It is an update from versions 1.0 and 1.1 operational from April 2020, Version 2.0 operational from June 2020 and version 3.0 operational from January 2021. This document may be subject to further updates if the situation changes.

| Essential school-specific safeguarding information and contacts: | | | | |
|--|---|---|---|---|
| School name | Belleville Primary School | Belleville Wix Academy | The Alton Primary School | Churchfields Primary School |
| Designated Safeguarding Lead (DSL) | Sarah Atherton | Suzette Coleman | Ruth Hudson | Erica Norledge |
| Designated Members of Staff (DMS) | Laura Britten Gus Brooks Samantha Burst Hannah Coles Michelle Hayfron Mary Lyne Latour Megan Shaw | Suzette Coleman Claudia Hawes Seana Henry | Linsay Thomson Emma Morris Helen Gibbs | Jean Baker Andrew Harper Tom Hyndley Sally White |
| Designated teacher for Looked After Children | Ben Matthews | Suzette Coleman | Linsay Thomson | Sally White |
| Online safety coordinator | Samantha Burst | Suzette Coleman | Linsay Thomson | Liz Williams |
| Designated teacher for Mental Health | Samantha Burst Rachel Carruthers | Suzette Coleman | Linsay Thomson | Sally White |
| Local Governor for Safeguarding | Paloma Belaunde Jessica Silvester | Rachael Dupont Amelia Willis | Geoff Morris | Karen Parkinson Lucy Rosser |
| Trustee for safeguarding: | Rachael Dupont | | | |
| Children's social care | Wandsworth Multi Academy Safeguarding Hub (MASH) mash@wandsworth.gov.uk 020 8871 6622. Monday to Friday, 9.00am to 5.00pm Out of hours service: 020 8871 6000 | | Bromley Multi Academy Safeguarding Hub (MASH) mash@bromley.gov.uk 0208 461 7373 /7379 /7026 Mon to Fri, 8.30am to 5pm Out of hours: 0300 3038671 | |
| Local Authority Designated Officer (LADO) | Anita Gibbons Simon Goulding (Interim) 020 8871 7440 LADO@richmondandwandsworth.gov.uk LADO referral form: http://www.wandsworth.gov.uk/downloads/file/12805/lado_referral_form | | Gemma Taylor 0208 461 7669 or 0208 313 4325 lado@bromley.gov.uk or Gemma.Taylor@bromley.gov.uk LADO referral form: https://www.bromleysafeguarding.org/articles.php?id=604 | |
| Virtual school headteacher for looked after children | Nova Levine 020 8871 7348 nlevine@wandsworth.gov.uk | | Helen Priest 020 8313 4474 virtual.school@bromley.gov.uk | |
| PREVENT Contact | Ameliah Rayn; Mobile: 07583 77 5081; prevent@richmondandwandsworth.gov.uk | | Rob Vale; 0208 284 8776; prevent@bromley.gcsx.gov.uk ; | |
| Lycée (BWA) | Simon McNaught 0207 5906811/ 07814053463 smcnaught@Lyceefrançais.org.uk | | | |
| Lambeth | Call the First Response Team on 020 7926 5555 or email helpandprotection@lambeth.gov.uk | | | |

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1. Context

From 20th March 2020 schools were required to close to the majority of pupils and to remain open only for the children of identified essential workers (related to the COVID - 19 virus and emergency measures in place) and some groups of pupils identified as particularly vulnerable. The situation was reviewed again in June 2020 with gradual reopening and re-opened fully in September 2020. On 30th December 2020 the government again announced that Wandsworth and Bromley schools would close again, and on 4th January 2021 this was extended to all schools nationally. Schools were re-opened again on 8th March for all pupils. The following guidance is based on the majority of pupils being in school.

This document forms part of the school's Children Protection and Safeguarding policy and contains the adjustments the school is making to operational practice and safeguarding practice during the COVID -19 emergency measures based on this recent period of closure. It is written in line with government guidance [Actions for Schools During the Coronavirus Outbreak 7th Jan 2021](#) and [The Contingency Framework: Education and Child Care Settings 7th Jan 2021, Coronavirus \(Covid-19\) Education and Childcare Guidance and updated government guidance.](#)

This document will be kept under regular review and amended if necessary if further guidance is issued by the government.

All schools involved will uphold the principles in Keeping Children Safe in Education (KCSiE) 2021 and this policy.

The way in which schools in the Q1E trust are currently operating in response to COVID-19 is fundamentally different to how we would normally operate, most children are no longer in a school setting and staff numbers have been affected by the outbreak. However, a number of important safeguarding principles remain the same:

- The welfare of children remains our key priority;
- The best interests of children will always continue to come first;
- If any staff member or volunteer has a safeguarding concern about any child, they will continue to respond appropriately, pass on concerns to the DSL and appropriate and timely action will be taken
- A DSL or a deputy DSL (DMS) or member of the SLT will be available on site. Other designated safeguarding staff will be available 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.

2. Version control and dissemination

This is version 4.0 of this annex. It will be reviewed by the trust together with the school's DSL or a DMS as circumstances continue to evolve or following updated Department for Education advice or guidance. It is available on the individual schools websites and also on the Q1E Home Learning website on www.q1e.co.uk. It is made available to staff by specific school remote access platforms and video link training and dialogues.

3. Current school position

Based on government guidance, from 8th March 2021, schools are now open to all pupils. Full risk assessments have been completed by all schools, with regards to continuing on-site provision. These set out details of the measures put in place to reduce risks associated with Covid-19. Some of these measures are summarised below in section 5.

All staff and volunteers attending on site have/will complete an induction to ensure they are aware of safeguarding risks and know how to act and who to contact if they have concerns. We will ensure that on any given day all staff and volunteers will be aware of who the DSL and DMS' are and how staff and volunteers can to speak to them.

4. The curriculum

Schools will be following the usual daily timetable as much as possible.

The curriculum will ensure that academic requirements are covered, in addition to recognising that the social and emotional needs of many children may have changed following the latest period of closure as well as the disruption and impact of COVID prior to this over the last year. Sessions will include formal and informal support with understanding the current and previous situation, specifically recognising the impact of trauma, grief and attachment difficulties.

For nay pupils needing to isolate for various reasons, schools will continue to support the education of those remaining at home, making use of the available remote education systems currently in place

5. Risk assessment and preparation

Each Q1E school is following advice from the government, Public Health England, the relevant Local Authority and the Local Safeguarding Children Partnership in order to maintain the safeguarding and welfare of all pupils and staff. All our schools have carried out the recommended risk assessments and put strategies in place in relation to:

- Having consistent class 'bubbles' Timetabling and consideration of any adjustments needed to the curriculum
- Reorganising classrooms to support social distancing measures
- Movement around the building
- Utilising outdoor space whenever possible
- Staggered arrival and departure times
- Staggered break and lunch arrangements
- Reducing 'pinch points'
- Enhanced cleaning regimes
- Ensuring children understand the need for good hygiene and that adequate facilities are provided for this
- Removed unnecessary items and any items which are hard to clean
- Staggered arrival and departure times
- Responding if any pupil or staff member becomes unwell while on site.

The Schools have also:

- Liaised with social workers for any vulnerable pupils who may not have returned o school. unless it is agreed by their social worker that there are exceptional circumstances preventing this);

- Carried out individual risk assessments for those with an EHCP – the expectation is that attendance is expected for all these pupils provided that their needs can be as safely or more safely met in the educational environment;
- Assessed the well-being of staff members, made arrangements for continued working from home for those who cannot return to school due to medical need, and ensured that additional support is available for any staff members who need it;
- Reminded all staff members of safeguarding processes and procedures and what to do if they have concerns about a pupil or about a colleague.

Every setting will carry out a risk assessment based on these strategies before opening to all children. The risk assessment will directly assess risks associated with coronavirus (COVID-19), so that appropriate strategies can be put in place.

All employers have a duty to consult employees on health and safety arrangements, as they are best placed to understand the risks in individual settings. In particular, the school will take all practicable steps to ensure staff and children are aware of the need to:

- avoid contact with anyone with symptoms
- minimise contact and mixing between children and staff as far as possible, for example by maintaining class bubbles and keeping these groups away from others.

For pre-school children in Early Years settings, the required staff-to-child ratios within the Early Years Foundation Stage continue to apply, and we recommend using these to group children.

Additionally:

- Children will need to stay within their class wherever possible;
- Staff and pupils in all settings will be eligible for testing if they become ill with coronavirus symptoms, as will members of their households. A negative test will enable children to get back to childcare or education, and their parents to get back to work. A positive test will ensure rapid action to protect their classmates and staff in their setting;
- Staff and parents of school aged children are also encouraged to take Lateral Flow Tests at least twice a week and report results to the school as well as the NHS. Any positive or void test needs to be followed up with a full PCP test.
- Those who are clinically vulnerable, or are living with someone who is, should follow the government's [protective measures guidance](#);
- Parents/carers are encouraged to walk/cycle to bring and collect their children to and from school, rather than use public transport.

More detail is provided in the government document [Coronavirus \(Covid-19\) Education and Childcare Guidance](#).

Each setting's circumstances will be slightly different. Any school that cannot achieve these groups at any point should discuss options with the trust. This might be because there are not enough classrooms / spaces available in the setting or because they do not have enough available teachers / staff to supervise the groups. Solutions might involve children attending a nearby school (on a consistent basis).

6. Intimate care needs and use of PPE

Government guidance states that schools should not require either staff or pupils to wear face masks in school. However, schools may risk assess that this is necessary (unless exempt) in areas where 2m distancing cannot be maintained e.g. corridors and stairwells.

PPE will only be used in situations where the intimate care needs of individual pupils routinely involve the use of PPE, or if a pupil or adult develops symptoms while on site and this is necessary (see below).

7. Safeguarding partners' advice

We continue to work closely with our three safeguarding partners (Children's Social Services, Police and Health Care Services), and we will ensure this annex is consistent with their advice. This will include expectations for supporting children with education, health and care (EHC) plans, the local authority designated officer (LADO) and children's social care, reporting mechanisms, referral thresholds and children in need. The current advice can be seen in Appendix 2, 3, and 4.

8. Roles and responsibilities

The roles and responsibilities for safeguarding in our school remain in line with our Child Protection and Safeguarding Policy.

A DSL or DMS or member of the SLT is always available on site.

If the senior member of staff on site is not the DSL or a DMS, we will:

- ensure a senior leader from the school takes responsibility for co-ordinating safeguarding on site.
- have a trained DSL or DMS available by phone and/or online video; or
- ensure we have access to a trained DSL or DMS from another school or college by phone and/or online video.

Duties will include:

- Managing access to child protection files;
- Liaising with the offsite DSL (or DMS);
- 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.

9. Vulnerable children

Pupils with a parent or carer who is a critical worker would have been offered a school place during closure.

Based on the government document [Coronavirus \(COVID-19\): Children of critical workers and vulnerable children who can access schools or educational settings \(8th January 2021\)](#) pupils who meet the vulnerable children definition are:

- Those who have a social worker and those children and young people up to the age of 25 with Education, Health and Care Plans (EHCP);
- Those who have a social worker include those who are subject to a Child Protection Plan and those who are looked after by the Local Authority;
- Those who have been identified as otherwise vulnerable by educational providers or local authorities (including children's social care services).

The school also has flexibility to offer a place to those on the edge of receiving children's social care support or where there are other significant concerns about their wellbeing.

The DSLs are aware of the most vulnerable children and have ensured that those pupils who meet the criteria have been offered places during this period.

All children should now be back on site unless having to isolate for a specific reason.

- There is an expectation that vulnerable children who have a social worker will attend school, so long as they do not have underlying health conditions that put them at risk. Where a parent/carer does not want their child to attend school, and their child is considered vulnerable we will liaise with social workers – the expectation is that all these children will return to attendance at school (unless it is agreed by their social worker that there are exceptional circumstances preventing this).

Those with an EHC plan are also all expected to be on site.

We will continue to work with children's social workers and the local authority virtual school head (VSH) for looked-after and previously looked-after children.

The schools have set up systems to ensure all vulnerable children and their families not in attendance are contacted on a regular basis, to monitor their wellbeing and provide an opportunity for any concerns the child or family have to be shared. The school has ensured that those staff members responsible for making contact with families have been provided with advice about how to conduct their contact with families and given key information about families and professional networks to facilitate any necessary contact.

Eligibility for free school meals (FSM) is not a determining factor in assessing vulnerability in terms of COVID – 19 criteria. However, the school recognises that families whose children qualify for FSM may be experiencing particular challenges during this crisis, and have made arrangements to ensure that FSM children either have access to a meal or are provided with food vouchers.

While children are educated onsite the school will ensure appropriate safety and hygiene regulations are in place in accordance with government guidance.

10. Attendance

No one with Covid-19 symptoms should attend a setting for any reason.

All children are strongly encouraged to attend school, unless they are self-isolating because they have or may have COVID-19.

- Clinically vulnerable children should have returned to school on 8th March.
- Children who live in a household with someone who is clinically extremely vulnerable are not advised to shield and should have returned to school on 8th March.
- Clinically extremely vulnerable pupils are no longer advised to shield and should return to school as of 1st April. This includes early years' provision, wraparound childcare and applicable out-of-school settings.

Attendance will be mandatory from 8th March 2021 and the usual rules on attendance will apply, including:

- parents' duty to ensure that their child of compulsory school age attends regularly at the school where the child is a registered pupil;
- schools' responsibilities to record attendance and follow up absence;
- the ability to issue sanctions, including fixed penalty notices.

Schools will resume taking their attendance register and continue to complete the online Educational Setting Status form which gives the Department for Education daily updates on how many children and staff are attending.

Non-attendance will be followed up in accordance with usual procedures.

- The school office will attempt to contact the family.
- If contact cannot be made, the DSL or a DMS will be informed.
- The DSL or a DMS will attempt to contact the parents through various methods, such as telephone or email, or by contacting a relative in the first instance.
- If contact cannot be made or if the DSL or a DMS deems it necessary, we will undertake a home visit or ask an appropriate agency to do so. A risk assessment will be carried out before any such visit is made to ensure staff and the family are not put at risk.
- Schools will inform social workers where children with a social worker do not attend.

School have made sure they have requested and recorded the most up to date contact details for all pupils to enable the most effective contact with pupils and families during this difficult time.

Pupils or staff becoming unwell while on site:

If a pupil becomes unwell with coronavirus symptoms while on site, the parent will be contacted and expected to collect their child. If the pupil needs direct personal care until they can return home / be collected the school will take appropriate precautions to ensure the safety of staff members dealing with the matter, which may include use of PPE as well as ensuring the pupil is isolated from others, preferably in a closed space which is well ventilated. Similar precautions will be taken if a member of staff develops symptoms on site.

Any pupil with symptoms should not attend and should be kept at home according to regulations. Parents should inform school at the earliest opportunity if this is the case and testing should be arranged. If the child is confirmed as having Covid19, the rest of their class or group will be sent home and advised to self-isolate for 10 days.

Any staff member who develops symptoms should access a test for Covid19 as soon as possible. School staff have access to regular asymptomatic testing using lateral flow device (LFD) tests.

11. Increased vulnerability or risk

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of pupils and their parents. Staff will be aware of this in setting expectations

of pupils' work where they are at home. Where we are providing for children of critical workers and vulnerable children on site, we will ensure appropriate support is in place for them.

Our staff and volunteers will be aware of the mental health of children and their parents and carers and will contact the DSL or a DMS if they have any concerns.

The trust remains committed to ensuring the safety and wellbeing of **all** pupils and recognises that school is a protective factor for children and young people. The current circumstances create some unusual challenges in ensuring children have access to safe adults outside their immediate family in whom they can confide any worries or fears. We also recognise that many families are under immense pressure in the current situation, both emotionally and financially, which will mean that not every home is a place of safety for children and young people. Some may be confined to small living spaces or may be witnessing or subjected to abusive situations.

When pupils return: The school recognises that many pupils will have been affected by aspects of the pandemic and the lockdown and many will require additional support. Some pupils may have experienced bereavements of close family members, others may have suffered abuse or neglect which they have not been able to disclose. Many pupils will have experienced anxiety or distress due to the overall situation, things they have seen on social media or been told, been impacted on by difficulties their families have experienced in relation to financial matters or other family issues. Some pupils may find it difficult to settle back into the academic structure of school and some may experience difficulties with peer relationships after a lengthy period of isolation from others their own age.

All staff will be alert to signs of stress in pupils and enable pupils to talk about how they are feeling. Any safeguarding concerns will be passed to the DSL (or deputy DSLs) promptly and any necessary referrals made to the relevant agencies or services. Additional support will be provided for pupils in school where appropriate and available.

All parents / carers will be asked to inform the school if their child has experienced any key family changes (eg bereavements, changes in contact with key adults, significant events, health difficulties etc) so that school staff can ensure they can be effectively supported.

Any emerging concerns will be discussed with parents in the usual way, unless the information known leads the DSL to believe this could place a pupil at risk of immediate and further harm, in which case a referral will be made to MASH without delay.

The school has ensured that all families have been provided with information about how to contact staff members during the school closures and that contact details for key support services and helplines have been included in information sent out / provided on school websites. Some of these can also be seen in [Appendix B](#).

12. Reporting concerns about children or staff

If any member of staff or volunteer becomes aware of a safeguarding concern about a pupil or family, they will record it in the usual way according to school procedures and pass it on to the DSL so that appropriate decisions and actions can be taken. Appendix 1 provides information about CSC services and access during the current situation

The varied arrangements in place as a result of the COVID-19 measures do not reduce the risks that children may face from staff or volunteers. As such, it remains extremely important that any allegations of abuse made against staff or volunteers attending our school are dealt with thoroughly and efficiently.

If there is a safeguarding concern or allegation about a member of staff or volunteer, the Headteacher or DSL will be informed immediately so that the matter can be investigated, in addition, and including in the case of concerns about these people, the Executive Head and DSL for the trust will also be notified. The LADO will be consulted, or a referral made to LADO, as per usual guidance. The LADO service is contactable via telephone and email as usual.

The whistleblowing policy remains in place and can be followed by any staff member or volunteer if required.

13. Staff training and induction

For the duration of the COVID-19 measures, our DSL and DMSs may be unable to receive their refresher training. In line with government guidance, our trained DSLs and DMSs will be classed as trained even if they cannot receive this training.

All current school staff have received safeguarding training and have read Part One and Annex A of Keeping Children Safe in Education. When new staff are recruited or volunteers join us, they will receive a safeguarding induction in accordance with our Child Protection and Safeguarding Policy. This will be by video link or face-to-face accordingly.

If staff from another setting attend the school site then, in line with government guidance, we will not undertake any additional safeguarding checks if the setting provides confirmation that:

- the individual has been subject to an enhanced DBS and children's barred list check and, that in the opinion of that setting, nothing resulted from those checks that provided any caused for concern;
- there are no safeguarding investigations into the conduct of that individual;
- the individual remains suitable to work with children.

All Q1E staff are covered by the shared trust SRC and checks in accordance with the standard trust systems. This includes Q1E staff working across the school sites.

14. Safer recruitment/volunteers and movement of staff

It remains essential that people who are unsuitable are not allowed to enter the children's workforce or gain access to children.

When recruiting new staff, we will continue to follow our Safer Recruitment policy.

In response to COVID-19, the Disclosure and Barring Service (DBS) has made changes to its guidance on standard and enhanced DBS ID checking to minimise the need for face-to-face contact.

For volunteers we will continue to follow the checking and risk assessment process set out in Keeping Children Safe in Education 2020. Under no circumstances will a volunteer who has not been checked be left unsupervised or allowed to engage in regulated activity.

It is essential from a safeguarding perspective that we are aware, on any given day, which staff/volunteers are on our school site and that the appropriate checks have been carried out on those individuals. We will continue to maintain our single central record (SCR) during these measures to ensure we have this awareness.

15. Online safety

It is likely that children will be using the internet and engaging with social media far more during this time. Our staff are aware of the signs of cyberbullying and other online risks and our filtering and monitoring software remains in use during this time to safeguarding and support children.

All staff who interact with children and young people, including online, will continue to look out for signs a child may be at risk.

Children will increasingly be using social networks to reach out to others and with that there will be an increased risk to fake news and online harms including grooming, radicalisation, exploitation, and bullying. All these issues could impact on their mental health and wellbeing. This is a time when many young people will be vulnerable and the potential for exploitation will be at its highest.

The UK Safer internet Centre has identified the following online risk categories;

- Behaviour: sharing too much information
- Content: age-inappropriate or unreliable content or fake news
- Contact: strangers, bullies, groomers or radicalisers can contact children
- Commercialism and financial exploitation: hidden costs of advertising in apps, games and websites
- Extremism and radicalisation

Online teaching should follow usual principles for safe and acceptable use of technology.

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

Additional guidance on this will be provided at school level.

Each school has communicated basic information to parents where online learning platforms are being used which has included:

- 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 and how
- Confirmation as to whether other pupils will be able to access their child via the 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

Parents and carers have also been provided with details / links to support services e.g. CEOP, Parent zone, and other links on the individual school's websites.

The schools recognise that not all children will have access to a computer or internet facilities in the home, and has ensured that age appropriate resources have been provided for any child who needs them.

Our staff will follow the process for online safety set out in our Child Protection and Safeguarding and Online Safety Policy.

On school's reopening, devices will be returned and re-distributed to those needing it in specific isolation circumstances or for use for catch up interventions and support in school for vulnerable pupils.

16. Peer on peer abuse

We recognise that children can abuse their peers and our staff are clear about the school's policy and procedures regarding peer on peer abuse, including child on child sexual abuse, and bullying. We will continue to remain vigilant to any signs of such abuse, listen to and work with any child who may have suffered abuse from a peer, their parents and any multi-agency partner required to ensure the safety and security of the child or young person concerned. All peer on peer abuse is unacceptable and will be taken seriously. We also recognise that abuse can still occur during a school closure or partial closure and between those children who do attend the school site during these measures. Being aware of online safety measures will also help prevent this and children have been reminded to tell an adult if they are concerned about any distressing or abusive content or contact, verbal or virtual, that they may receive from peers as well as adults.

Our staff will remain vigilant to the signs of peer-on-peer abuse and will follow the process set out in our Child Protection and Safeguarding Policy.

17. New children at the school

There may be some in-year school transfer requests during this period. These will be considered case by case regarding the safest time scale and management of this. When they do, we will seek from those settings the relevant welfare and child protection information. This is relevant for all children that join us, but it will be especially important where children are vulnerable and may need to attend on site.

For vulnerable children we will ensure we understand the reasons for the vulnerability and any arrangements in place to support them. As a minimum we will seek access to that child's EHC

plan, child in need plan, child protection plan or, for looked-after children, their personal education plan and know who the child's social worker (and, for looked-after children, who the responsible VSH is).

Ideally this will happen before a child arrives but where that is not possible it will happen as soon as reasonably practicable.

Any exchanges of information will ideally happen at DSL (or DMS) level, and likewise between special educational needs co-ordinators/named individual with oversight of SEN provision for children with EHC plans. However, it is acknowledged this may not always be possible. Where this is the case our school senior leaders will take responsibility.

The DSL will undertake a risk assessment based on the information received, considering how risks will be managed and which staff need to know the information.

18. Staff Support

All staff should be back at school, although workload should be carefully managed and schools and colleges should assess whether staff who can, are able to work from home where appropriate. Those who are having to stay at home due to health conditions should be supported to carry out duties as much as possible from home, while others focus on face-to-face provision. Government guidance on shielding is adhered to as changes arise. Senior leaders and boards will want to factor this into their resource and curriculum planning, and consider where additional resource could be safely brought in if necessary.

Staff will be provided guidance and support on managing their own wellbeing including support with bereavement, trauma and mental health issues arising from the situation.

The trust has signed up to an Employee Assistance Programme (EAP) which provides staff with access to free and confidential support including counselling, information, guidance and referrals on any work, personal or family issue. Staff have been signposted to this and to other organisational, local and national support options.

Appendix 1: Support services and contacts

All support services have adapted their working protocols to provide best possible input for children, young people and families during the COVID -19 pandemic. The school will ensure they access any guidance and updates in relation to national and local services and circulate as appropriate to staff members.

Some useful links are below.

General:

- **The Department for Education COVID-19 helpline:**
Email: DfE.coronavirushelpline@education.gov.uk
Telephone: 0800 046 8687 Lines are open Monday to Friday from 8am to 6pm and weekends 10am to 4pm.
- **Government guidance:**
 - <https://www.gov.uk/government/publications/actions-for-schools-during-the-coronavirus-outbreak>
 - <https://www.gov.uk/government/publications/coronavirus-covid-19-contingency-framework-for-education-and-childcare-settings/contingency-framework-education-and-childcare-settings-excluding-universities#safeguarding-and-designated-safeguarding-leads>
- **NHS guidance:** <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Child Support:

- **ChildLine:** 0800 1111 – operating 9am to midnight in response to COVID-19
- **NSPCC Helpline:** Phone: 0808 800 5000 Email: help@nspcc.org.uk
- NSPCC dedicated helpline for both children and adults who are potential victims of sexual abuse in schools with the appropriate support and advice. This includes how to contact the police and report crimes if they wish. The helpline will also provide support to parents and professionals too. 0800 136 663

Online Safety:

- **UK Safer Internet Centre:** <https://reportharmfulcontent.com/report/>
- **CEOP:** <https://www.ceop.police.uk/ceop-reporting/>
- **YouTube moderation guidance for parents:**
<https://www.youtube.com/watch?v=1Yvlfw7obwE&feature=youtu.be>
- **Online material promoting terrorism or extremism** can be reported anonymously using the Online Tool on the Gov.UK website. <https://www.gov.uk/report-terrorism>

- **UK Safer Internet Centre Professionals Online Safety Helpline** - 0344 381 4772
<https://www.saferinternet.org.uk/helpline/professionals-online-safety-helpline>
- **NSPCC guidance** 'Undertaking remote teaching safely'
<https://learning.nspcc.org.uk/news/2020/march/undertaking-remote-teaching-safely>

Mental Health and Wellbeing:

- **Young Minds Crisis Messenger:** 85258 – free text service for 24/7 support
- **Mind:** www.mind.org.uk
- **Government Guidance on supporting children and young people's mental health and wellbeing,** https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing?utm_source=198a9e75-a418-4442-9102-7c714bd37c3c&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate
- **CAMHS and School Nursing: See appendix 3 & 4**
- **Article on Living with worry and anxiety,**
<https://www.q1e.co.uk/data/dynamic/spaw/documents/Living%20with%20worry%20and%20anxiety.pdf>
- **Looking after your family's mental health indoors**
<https://parentzone.org.uk/article/how-look-after-your-family's-mental-health-when-you're-stuck-indoors>

Financial and Food support

- If your **work or benefits** are affected: www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/
- **Using food banks:** citizensadvice.org.uk/benefits/help-if-on-a-low-income/using-a-food-bank/
- **Local services in Wandsworth:** wandsworth.gov.uk/health-and-social-care/public-health/coronavirus/
- **Wandsworth Community Hub and Helpline:** A first response for residents who need support to access medical/ care services and food supplies. This helpline can be used for other enquires related to COVID-19, for anyone in need of support. 02088716555 or covid19support@richmondandwandsworth.gov.uk.
- **Local services in Bromley:** bromley.gov.uk/news/200048/health_and_wellbeing
Welcare Family Support: 0208 466 0399
<https://welcare.org/our-services/services/localsupport/bromley/>

Appendix 2 Safeguarding Partner's Advice

Wandsworth:

Support for schools during Covid 19 emergency

Some key LA officers and services are available to provide support and guidance to schools

- Ameliah Rayn, Safeguarding in Education Lead, Tel: 07 929 86 2210, 07929 86 2210
Ameliah.Rayn@richmondandwandsworth.gov.uk
- Andy Hough, Head of School Participation and Performance
Andrew.hough@richmondandwandsworth.gov.uk 07870 278 848
- Gary Hipple, head of School Support and schools' IT
gary.hipple@richmondandwandsworth.gov.uk 07971 187288
- Lewis Brunton, school support manager, HR
lewis.brunton@richmondandwandsworth.gov.uk

LADO- Anita Gibbons (Full Time) and Simon Goulding (Interim), at
LADO@richmondandwandsworth.gov.uk, 02088717440

- MASH MASH@wandsworth.gov.uk 020 8871 6622 (Out of Hours Service 0208 871 6000)
- Schools and Community Psychology Service – schools can contact their link EP direct or the head of service Tara Midgen Tara.midgen@richmondandwandsworth.gov.uk
- Ruth Lacey, Head of Safeguarding Standards,
ruth.lacey@richmondandwandsworth.gov.uk 07967 640 080
- Paul Martland Head of Commissioning and interim Head of Early Help
paul.martland@richmondandwandsworth.gov.uk 07504 423 493

Wandsworth also have access to other services which we can signpost you too – for example Early Help (link below) are available and are taking calls from families and helping to resolve problems arising as well as contacting families directly when issues have been raised.

<https://thrive.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=bNsbMManLcQ>
https://search3.openobjects.com/mediamanager/wandsworth/fsd/docs/early_help_strategy_2017_-_2021.pdf

Wandsworth COVID-19: Arrangements for Children's Social Care

New referrals

Referrals should continue to be made to the MASH using the Multi Agency Referral Form (MARF). The MASH capacity will be significantly reduced so referrals will be prioritised according to immediate and acute risk. MASH can continue to be contacted on 020 8871 6622. The Out Of Hours service will remain contactable on 020 8871 6000.

Child Protection Conferences

At present, Wandsworth intend to continue with all planned Child Protection Conferences, however these will take place 'virtually' using Microsoft Teams software or conference call. Staff should be made aware of this, and continue to provide written reports to Children's Planning and Review as usual, via child.protection@wandsworth.cjsm.net.

Where a virtual conference is not possible, Review Child Protection Conferences may take place as a paper-based process; all reports will be considered by the Chair, and a detailed discussion will take place between the Child Protection Coordinator, Team Manager and Social

Worker. You should anticipate that Social Workers and Child Protection Coordinators will maintain contact with you regarding the arrangements.

Statutory visits to children and their families

Wandsworth are reviewing risk assessments and plans for all of the children and families they work with, so that they are in a position to prioritise those where it is essential to maintain frequent contact. Home or school visits will only be carried out if critical to a child's welfare, but they will remain in weekly remote contact with families and will endeavour to see and speak to children alone where possible.

They would very much value partners' involvement in safety plans for children, so that families continue to receive contact and support from the wider multiagency group.

Core Group meetings

Core group meetings are a critical part of our ongoing risk assessment and they enable support planning for families; this is particularly relevant at the present time. Core group meetings will continue virtually where at all possible, using Microsoft Teams, conference call, or other software. Social Workers will be responsible for liaising with Core Group members about arrangements to meet remotely.

Children Looked After

Unless critical, Wandsworth will not be visiting children in placement in order to reduce the risks to any children in the home, foster carers and residential care staff. Social Workers and IROs will be maintaining contact with young people and their carers by telephone, WhatsApp and Skype. Contact between children and their families is being risk assessed on a case by case basis, and where face to face contact is not safe or possible, WhatsApp and Skype arrangements will be made.

Statutory reviews for Children who are Looked After will continue as planned but remotely. You can expect that where needed, the Social Worker or Independent Reviewing Officer will contact you for written or verbal information.

Local Authority Designated Officer (LADO)

Referrals should continue and be made via telephone and email. Consultations and advice will continue to be given via telephone and email. Liaison will take place with partner agencies and other organisations via telephone and email as needed. (Ameliah Rayn in absence)

The LADO can be contacted on:

Telephone: 020 8871 7440 (the landline is diverted to mobile) and

Email LADO@richmondandwandsworth.gov.uk, 02088717440

Allegations against Staff and Volunteers Meetings will continue to take place via Conference Call. This method is already embedded in practice and no difficulties are foreseen unless partner agencies and other organisations are not available. Please make the team aware of this on an individual case basis.

Safeguarding advice and support to schools

Ameliah Rayn is the Safeguarding in Education Advisor (SiEA), and she will continue to provide safeguarding advice and support to schools as usual via telephone, email and Microsoft Teams. Where necessary and while schools are open, visits to schools may be considered on a case by case basis but subject to risk assessment.

Tel: 07929 862210 **Mobile:** 07929 86 2210 **Email:** Ameliah.Rayn@richmondandwandsworth.gov.uk

Bromley

Bromley's Children's referral and assessment team can continue to be reached on the contacts below:

Email: mash@bromley.gov.uk

Tel: 020 8461 7373 / 7309

Fax: 020 8313 4400

Civic Centre, Stockwell Close, Bromley, BR1 3UH

Out of hours emergencies only

5.00pm - 8.30am and weekends

Tel: 0300 303 8671

Local Authority Designated Officer: Gemma Taylor

0208 461 7669 or 0208 313 4325

lado@bromley.gov.uk or Gemma.Taylor@bromley.gov.uk

LADO referral form:

<https://www.bromleysafeguarding.org/articles.php?id=604>

Virtual School for Looked After Pupils: Helen Priest

020 8313 4474

virtual.school@bromley.gov.uk

Police:

Domestic abuse reporting

Wandsworth's Project Tearose (sharing of police notifications relating to attendance at domestic Incidents with DSL in schools) continues to operate during the COVID 19 pandemic. Notifications are shared verbally with DSL by the Safeguarding In Education Advisor – this provides opportunity to agree any actions required in each individual circumstance.

Bromleys system of responding to and acting on domestic incidents continues to operate during the COVID 19 Pandemic.

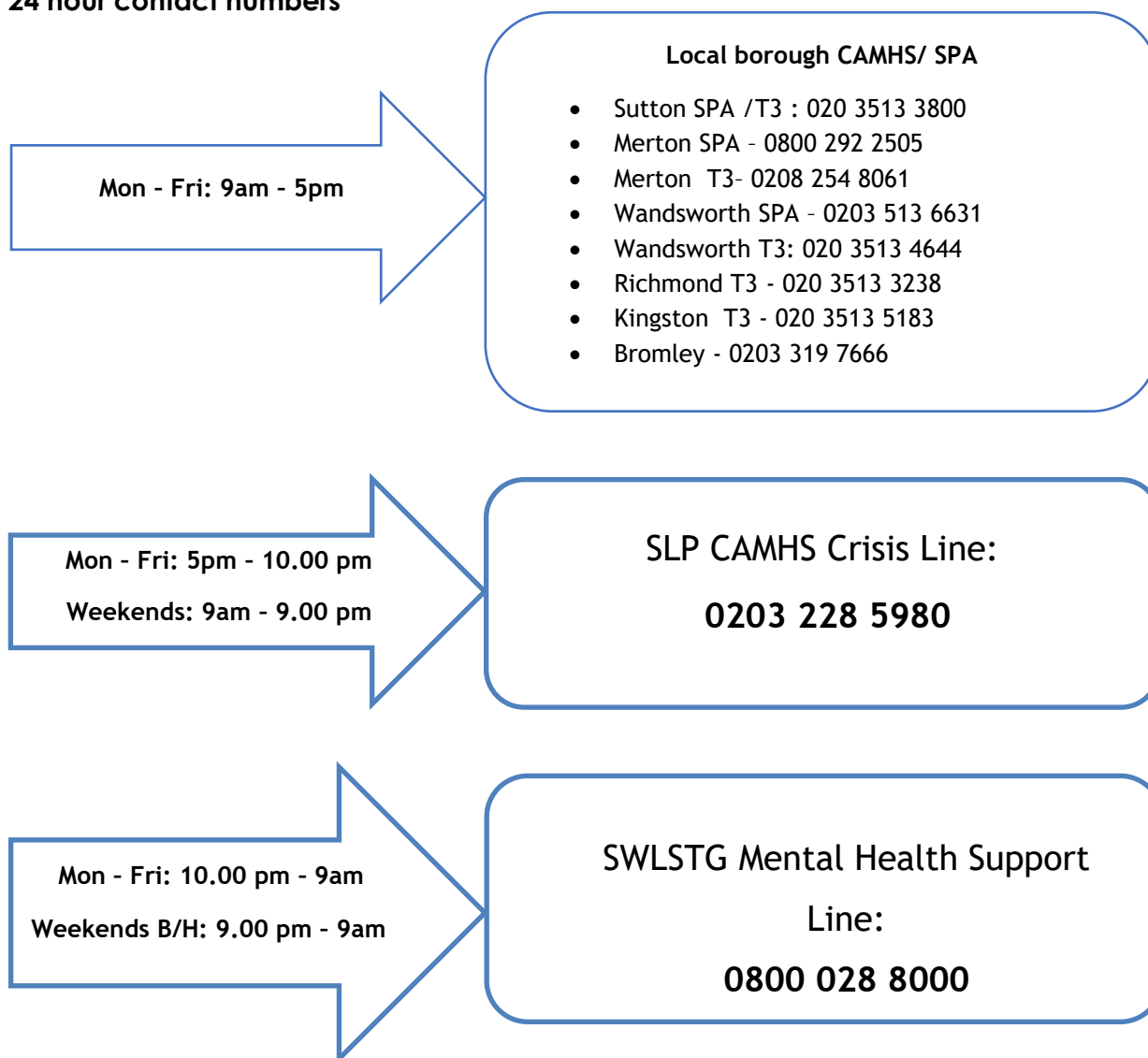
All MARAC referrals to be sent to SNMailbox.SafeguardingMARACBromley@Met.police.UK - 0208 284 8760, PY CSU, Bromley Police Station, High Street, Bromley BR1 1ER

Appendix 3: CAMHS access

Duty / Crisis line for Young People, Families and Professionals

During Covid 19 CAMHS have reduced Face to face contact to a minimum. However we are still here to provide support and will often do this by phone or using video. In a crisis young people/ Families/ Carers in crisis are encouraged to access support by phone.

24 hour contact numbers



Other numbers

- Child line **0800 1111** – calls are free and confidential
- Oxleas Urgent Advice line on 0800 330 8590
- HOPE line UK **0800 068 4141**
- Samaritans **116 123**
- Young Minds Crisis Messenger - provides free, 24/7 crisis support across the UK mental health crisis - If you need urgent help text YM to 85258
- If you need urgent/ life threatening medical attention' call 999 or attend your local A&E

Appendix 4: Health and School Nursing

Health Visiting and School Nursing Universal Service

In response to COVID -19 the universal Health Visiting and School Nursing services have changed their offer in line with the NHSE and NHSI guidance.

The Health Support for Schools service will only be accepting urgent new referrals at this time.

The services are now offering:

- All vulnerable (London Continuum of Need level 3 &4) families and young people a range of face to face and video calls or home visit depending on need
- Vulnerable Antenatal women will be contacted and offered either video, telephone or face to face
- All of our New Birth visits will be carried out by a range of video calls and face to face contacts depending on need
- 6-8 week maternal mood assessments will be carried out by phone or video call
- Red Accident and Emergency attendances will be followed up

From the 1st April 2020 the health visiting and school nursing services will be offering a 7 day a week 9am-5pm duty line for parents and young people to call for support and advice.

The duty line will be staffed by an administrator, Health Visitor and School Nurse. The number for each borough within your STP is outlined below.

Duty Numbers are:

Wandsworth

0330 058 1679

[\[\\[hs.net\\]\\(mailto:hs.net\\)\]\(mailto:19wandsworthandrichmondadmin@n</u></p></div><div data-bbox=\)](mailto:Clcht.0-</u></p></div><div data-bbox=)

Bromley

0300 330 5777

bromh.shrd@nhs.net