

CONTACT WITH LEARNER & PARENT / CARER DURING COVID-19 PANDEMIC POLICY

This policy should be read in conjunction with the Safeguarding & Child Protection Policy, Attendance Policy and Safeguarding Guidelines for Working with Learners via Online Learning.

Introduction

This document sets out how Onwards 'n' Upwards will make regular contact with learners during the COVID-19 pandemic to ensure safeguarding and well-being.

Traffic Light System

Using a traffic light system (Green, Amber and Red), all learners will be categorised depending on their needs / their family needs / household circumstances. Whilst all learners will be contacted, the system will enable the management team to prioritise contact as necessary.

Before Online Virtual Learning Sessions Commence

Virtual sessions are due to commence the week of 20th April 2020. Prior to this, learners will be contacted once a week. Should contact not be made on the first attempt then staff will have five days to complete the following until contact is made:

- Two daytime calls at different times (including a WhatsApp / video calls)
- An evening call
- A text message
- An email (if applicable)
- Contact to other professionals working with the learner / family

All attempts to make contact will be recorded.

If Contact Is Not Made

If contact is not made within 5 days following the above procedure, then Onwards 'n' Upwards will complete a Safeguarding Concern form and submit it to the MASH team for further assessment.



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Once Virtual Sessions Commence

We expect to be having more regular contact with learners once virtual sessions commence week of 20th April 2020. Learner's timetables will be sent to parents / carers the week before to give them suitable notice of sessions.

Updating Our Funders / Referral Sources

Onwards 'n' Upwards will provide weekly updates to Local Authorities and other funding organisations highlighting attendance, engagement with their learning and notify them of any concerns and procedures taken to make suitable contact with the learner or their family.

Onwards 'n' Upwards are not currently offering sessions in person following Government guidelines and due to limited staffing. This is due to either staff self-isolating or our young people and their families self-isolating and not wishing to leave their homes.

This policy is available in hard copy at the centre, electronically on Findmyshift and on the Onwards 'n' Upwards website.

This policy will be reviewed annually.

Date updated	Policy approved by	Signed
03/04/2020	Linsey Spicer	