



# Tatworth

Primary School

## **Staff Protocol for contacting Pupils, via Telephone or e-mail, from Off Site**

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## **Staff protocol for contacting pupils, via telephone or email, from off site**

This is a special short - term policy for how telephone communications between pupils of Tatworth Primary School and members of staff from Tatworth Primary School will take place during the Covid-19 pandemic.

### **The following actions must be in place:**

All e-mails must be via the school Homelearning email or class dojo. Telephone calls via mobiles and landlines must follow the procedure below.

### **Data protection of pupil's confidential information**

The member of staff will ensure the confidentiality around pupil contact details.

- The pupils' details will be kept in a file on their school laptop in order that no one else in the household has access to this file.
- If the member of staff does not have a school laptop with them their personal details will be stored on a home device in a password protected file.
- The details will be kept away from the eyes of any of the member of staff's family members or friends.
- If the member of staff emails any children the email address must be typed in Bcc even if to a single pupil.
- If there are any accidental data breaches they must be reported immediately to the Headteacher/DPL.

### **Data protection of the member of staff's confidential information**

The members of staff will ensure the confidentiality around their personal details.

- School email addresses are not confidential and can be openly used by anyone wishing to contact you.
- Your telephone number is personal and private to you, you will be using personal devices either landline or mobile phone so please block your number from being revealed.
- Landlines - type in 141 prior to entering the pupil's number
- Mobile phones- identify how your individual device allows you to block your number when calling someone.

### **Conversations that concern or worry you**

- If parents are struggling, be supportive but avoid getting into discussions about other pupils.
- Refer parents to the EPS Helpline- details are on the school website  
<https://www.tatworth.somerset.sch.uk/wp-content/uploads/2020/04/EPS-Helpline.pdf>
- If things worry you, please treat it as a concern and email the DSL immediately attaching a completed pink form. A copy of which is annexed to this document, or may be accessed via the following links:  
[Word format](#)  
[PDF format](#)

## Shared and agreed boundaries

***You are still expected to behave professionally in accordance with the schools Safeguarding (Child Protection) Policy, Safeguarding (Child Protection) – COVID-19 Addendum, Online Teaching and Learning Policy and KCSIE 2020***

Member of staff-pupil relationship is not equal. The members of staff and all education professionals are in a unique position of trust, care, responsibility, authority and influence with pupils.

## Appropriate language

You can and should develop good strong trusting relationships with the pupils, but you are not “friends” with them. On this basis always be thoughtful about the language that you might be using. Sensitive thought and challenge should be explored in relation to inappropriate language or terms. Examples to avoid include:

- Use of inappropriate names or terms of endearment.
- Names such as buddy, mate, pal, friend and so on may give confusing messages.
- Inappropriate conversation or enquiries
- Disrespectful or discriminatory treatment of, or manner towards, young people based on their perceived or actual sexual orientation.
- Humiliation, profanity or vilification.
- Suggestive humour, “banter”, jokes or innuendo of a sexual nature.

## Information-sharing

Avoid sharing personal information. Your online boundary-setting is equally as important as your school and classroom-based boundaries. Remember that social media is just that – social.

Examples to avoid:

- Discussing personal lifestyle details of self, other staff or pupils.
- Correspondence of a personal nature via any medium (phone, text, letters, email etc) that is unrelated to your role. This does not include class birthday cards and the general acknowledgement of other celebrations – warmth and thoughtful modelling remains important.
- Adopting an on-going support or welfare role, beyond the scope of your position, or a role that is the responsibility of another staff member (e.g. a school counsellor, designated teacher, designated safeguarding lead) or external professional, that occurs without the permission of senior staff or the headteacher.
- Photographing, audio recording or filming pupils via any medium without authorisation from the leadership team or without parental consent.
- Using personal rather than school equipment for approved activities, unless authorised in writing by the leadership team.
- Correspondence or communication (via any medium) to or from pupils where a violation of professional boundaries is indicated and where the correspondence has not been provided to the school leadership team.
- Still/moving images or audio recordings of pupils on personal equipment or kept in personal locations such as car or home that have not been authorised by leadership team.
- Uploading or publishing still/moving images or audio recordings of pupils to any location without parental and leadership team consent.

## **Work and home**

Work and home or the personal and the professional should be held separately. Only communicate with pupils or their families during normal school hours. Remaining “in role” at all times minimises the likelihood of false, or unfounded allegation and ensures that professional codes of conduct are adhered to. Examples to avoid:

- Inviting, allowing or encouraging pupils to attend your home.
- Allowing pupils access to a staff member’s personal internet locations and personal devices (e.g. social networking sites).
- Entering pupils’ homes or attending their social gatherings.
- One-to-one tutoring, mentoring or coaching of pupils without the prior agreement of the headteacher.
- Giving personal gifts or special favours. Singling the same pupils out for special duties or responsibilities. Offering overnight, weekend or holiday care as respite to parents without the prior knowledge of the headteacher.

## **Collusion**

Be careful not to collude with pupils. Be aware that children and young people can draw adults into conversations and situations. We should always remain within the boundaries of our professional role.

## **Confidentiality**

Avoid discussing information regarding other pupils or members of staff. Be aware of being overheard while on the telephone or your mobile phone.

# Tatworth Primary School

## Cause for Concern Reporting Form

Child Name:	Year Group / class:
Date of report:	Name of reporting person:
Time	Any witnesses?
Details concern/event:	
Signed:	Date:

