

# Welfare Check Phone Calling Policy



## Policy

**Reviewed: July 2024**

**To be reviewed: As needed but latest July 2025**

## **Welfare Check Phone Calls during COVID-19**

### **Rationale**

During this time of uncertainty, here at St John's C.E (C) Primary School we aim to continue to support our children and their families as well as we can. Safeguarding our children is our number one priority. As such, phone calls will be made to check in with all families to ensure that they are safe, well and able to access learning. It is crucial that we make it clear that these calls are to support and reassure, not to interrogate or pry, and so please keep your tone and responses light and positive, like we always do in school. This is in line and reflective of our Christian and caring ethos.

### **Aims and Objectives**

- To provide staff with expectations of what we expect from phone calls to families who are carrying out home learning.
- To fulfil staff with confidence about their role and the support available in school for them.
- To keep staff safe.
- To enable quality welfare checks to be carried out for all children, in line with our Safeguarding and Child Protection Policy.
- For staff to provide a resource that will improve child mental health and well-being during the pandemic.

### **Staff Phone Calls During Closure:**

- While working from home, allocated staff should call children given to them on a weekly basis. These calls might be made all in one day, or spread over a few days. Staff should use their professional judgement balanced against any other commitments to decide how best to manage this.
- The purpose of these calls is: to check students are safe and well, to check that children are receiving and completing any work that has been set; to provide families with an opportunity to raise any concerns and ask any questions.
- Staff should keep a record of calls made using the record sheets provided.
- Staff should address any concerns and escalate anything that they cannot address to Mr Blackburn, Mrs Missett or Mrs Brunton.
- Staff should immediately contact the DSL in school, Mr Blackburn or Mrs Missett to pass on and log the concerns. Staff should remember to follow safeguarding good practice in terms of leading questions etc, in line with our Safeguarding and Child Protection Policy.
- If families have any questions please inform that the relevant person will get back to them within 24 hours (Monday – Friday).
- Staff are allowed to ask to speak to the child and ask how they are, how they are managing their work, and if they have any questions, queries or concerns.
- Phone calls should be repeated on a weekly basis, unless there is a need for a response or a greater frequency of communication.
- For children highlighted as having concerns additional calls by SLT should be made at different times, and on different days so that calls cannot be anticipated by children and families. This is a more robust check on the safety and welfare of the child who we have concerns about.

### **Personal Privacy and Protection**

- Staff will likely be making these calls from personal phone lines / mobiles and will be refunded for all the calls made.
- It is important for staff protection and privacy that they withhold any personal numbers from children and families.
- To do this, check your requirements:

- iPhone: Settings – phone – caller ID – toggle off
- Android: Settings – call – additional settings – caller ID – hide number
- 3 mobile/ Orange: dial #31# before number
- T-mobile: dial \*67 before number
- Plusnet / Tesco/ O2 / Giff Gaff / EE / Vodafone: dial 141 before number
- You may of course find that some families don't answer to a withheld number. If this happens, please leave a message, or try a second or third time. After the third attempt please feed this back to SLT who will find alternative ways e.g. Class Dojo or home visits to communicate with parents. If you leave a message do not give your number out. Instead state that you will try them again at a later time from the withheld number.
- Please complete the welfare record sheet. Clearly record the time and date of the phone calls/attempts to call and any additional information you think may be relevant. You do not need to write loads of notes. Just any key things if appropriate.
- If parents ask about Free School Meals (FSM), or say that they have not received their vouchers, explain that you will pass the concern to SLT.
- Anything you are unsure of just say that you have logged their question/concern and someone will be back in touch with you within 24 hours (Mon-Fri).

### **Possible questions to ask parents/children – don't all need asking:**

- How are you all as a family? Are you well?
- Is everyone in your house ok?
- Are you managing to access the home learning?
- Is there anything you are struggling with in terms of the home learning? How could we make it better/easier for you?
- It would be lovely to speak to X, do you think they would want to have a quick conversation on the phone? This is parental choice.
- What have you/your child enjoyed most about this week?
- Can you tell us 3 things you/your child is really proud of this week so we can pass it on to the class teacher?
- Which books have your child/you been reading this week?
- Other than online learning, what other fun activities have you been up to as a family?

**If you think a child is at risk, do not delay. No concern is too small. Report immediately via phone/CPOMs to SLT but hopefully this should be a really rewarding and enjoyable experience for staff, children and their families as in the Lockdown in March 2020 our families reported that they and their children liked the welfare calls.**

### **Inclusion and Equality**

In line with our duties under the Equality Act (2010) and as set out in our Equality Policy we are committed to providing a teaching environment conducive to learning. Everybody is valued, respected and challenged regardless of race, gender, religion, social background, culture or disability.

### **Policy Monitoring and Review**

This policy will be reviewed at the latest July 2025 or when there are any changes to the statutory guidance that warrant it. It may also be reviewed earlier should it no longer comply with school practice or the legal requirements of the school.

Policy written by A Blackburn on 07.01.2021 and reviewed 02/07.2024

Policy to be reviewed as needed and if not before July 2025.