

Appendix I – Safeguarding CYP - COVID-19 Response

Updated 1st June 2020

During these exceptional and unprecedented times, Lancashire Mind have reviewed their current safeguarding policies and procedures in line with current Government guidance and advice, with also the advice from NSPCC. We will continue to keep this a flexible appendix, due to the fast pace at which guidance and support is released from the Government; it will be monitored and updated regularly in line with Government measures. During the current phase of the coronavirus (COVID-19) epidemic, Lancashire Mind are committed to ensure that all people who use our services and our staff are as safe as possible. This includes all staff and pupils we engage with through our school's projects. As soon as the Government guidance for providing education remotely is released, we will amend our policy.

Government Guidance - 1st June 2020

'Schools might want to consider whether one-to-one sessions could be appropriate in some circumstances. For example, to provide pastoral care or provide support for pupils with special educational needs and disabilities (SEND). This should be discussed and approved by the senior leadership team to assess any risks. There may be helpful solutions, such as including a parent or additional staff member in the call.'

<https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-19>

'Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of pupils and their parents. Teachers should be aware of this in setting expectations of pupils' work where they are at home....Where they are providing for children of critical workers and vulnerable children on site, schools and colleges should ensure appropriate support is in place for them. Our guidance on mental health and behaviour in schools (which may also be useful for colleges) sets out how mental health issues can bring about changes in a young person's behaviour or emotional state which can be displayed in a range of different ways, and that can be an indication of an underlying problem. Support for pupils and students in the current circumstances can include existing provision in the school (although this may be delivered in different ways, for example over the phone) or from specialist staff or support services.'

<https://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers/coronavirus-covid-19-safeguarding-in-schools-colleges-and-other-providers>

We have also taken the advice from **National Cyber Security Centre** as recommended in government guidance for ***Safeguarding and Remote Education during COVID-19***.

<https://www.ncsc.gov.uk/guidance/video-conferencing-services-using-them-securely>

<https://swgfl.org.uk/resources/safe-remote-learning/>

As well as following our ***Gold Service Offer Guidance from National Mind***. This guidance will help us to support clients by video conferencing. It has been created by working with the network and referring to external agencies (nationally and locally) for best practice advice.

Lancashire Mind's COVID-19 'interim' Safeguarding measures

1.1 External activities, meetings, and delivery (including face-to-face)

All activities as described above have been postponed until further notice or restrictions change. The safety of our staff and people who use our services is paramount. All staff are working from home.

1.2 Children in Need/ Private Coaching for CYP

Our funded Children in Need project is delivered by a Wellbeing Coach in West Lancashire, usually on school premises and is for children and young people aged 10-18. We provide 1:1 mental wellbeing support. Our Wellbeing Coach adheres and follows each school safeguarding procedure and policy, as well as our own to ensure the safety of herself and the young people she is working with. Our aim is for our Wellbeing Coach to still work with these young people and we will put these temporary safeguarding measures in place as extra protection:

- Schools are required to update their safeguarding policy in relation to COVID-19, Lancashire Mind expects schools to share this updated policy.
- Lancashire Mind will share their updated Safeguarding policy and appendices with schools and external agencies.
- Schools have Wellbeing Coach's DBS information.
- Lancashire Mind will send a written consent agreement to any parent/carers who is allowing their child to work remotely with our Wellbeing Coach. The consent will include information about activities the coach will be doing during the sessions, it will explain who we will share information with and when we may not be able to keep information confidential and it will give advice to parents if they need support following sessions.
- Lancashire Mind will send parents/carers a copy of our Safeguarding Policy and any updated appendices.
- Once consent has been given, the Wellbeing Coach will organise the sessions with the parent/carer/young person together and then deliver her sessions remotely either using phone calls or video calls (Zoom). The video calls are always password protected for extra security and following guidelines from National Cyber Security Centre.
- We will use parents/carers email address and phone numbers to communicate with children and young people.
- Safeguarding incidents or concerns will still be reported following policy as normal. The Designated Safeguarding Lead (DSL) for both the school and Lancashire Mind will be notified of an incident or concern. This procedure has not changed. Please see below for contact details.
- Changes to ways of working, such as contacting children and families on the phone and by video calling, may bring new information to light about their home situation. Families may also experience new challenges during the pandemic, for example income loss, mental health problems, family conflict and difficulty getting food. We will ensure the Wellbeing Coach will liaise with multi-agency partners during the pandemic to ensure families have the support they need. This could include referrals to the local early help service, children's social care, community food banks, mental health support or other relevant services.
- If a child does not attend or misses an appointment either online/phone then first point of contact would be the parent/carer, and then letting the school or referral organisation know.
- All staff have been reminded of safeguarding policy and procedures whilst working from home.

1.3 Other CYP Projects

We are currently in the process of assessing how we can deliver our other CYP projects to schools and children and young people who access our service to make them more interactive and virtual. The feedback we get from schools and children and young people in the next few weeks will dictate how we develop this offer. If virtual services become available and established, safeguarding measures will be put in place to help support this service, like with Children in Need.

1.4 Signposting and support

Lancashire Mind understand the current situation will impact children's mental health coupled with the impact of our pulling back from all face-to-face delivery at the current time. We will therefore be providing some links and signposting for schools/external agencies to share with children and young people, so that they can take steps to look after their wellbeing as much as possible.

CONTACT LIST

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