

Covid 19: Addendum to the ESCC Staff Behaviour Policy/Code of Conduct

The principles and processes within the entire existing staff behaviour/code of conduct remain in place and should be adhered to, specifically Section 12: Communication with children (including the use of technology).

This addendum relates specifically to contacting families and children via telephone. Further guidance on contact with children via online platforms can be found in the Covid 19: Addendum to the ESCC Model Online Safety Policy.

The Skylark Federation will provide provision for [vulnerable children](#). If these children do not attend then phone contact will be made with the parents or carers of those children.

Within this phone contact with adults we will ideally speak with the child/ren as well.

Contact by phone will only be directed towards the landline for the home or the mobile phone of adults. No contact will be attempted directly to devices which are known to be personal to the child.

If appropriate, the conversation with the child will be on loudspeaker/speakerphone at their end of the call.

The call will be logged by the member of staff; DSLs will keep a record of all calls made to vulnerable children and their families on a COVID-19 spreadsheet kept in the Staff Drive.

Staff will only contact families/children as directed by the DSL or SLT.

Where contact, or lack of contact, with a family/child causes any concern then this will be raised immediately with the DSL or designated member of SLT.

Contact should be made using a school landline or school mobile.

There may be times, due to staff working from home, when contact will be made from a member of staff using their personal phone. This will be a last resort and based upon a risk assessed decision from the Headteacher.

If personal devices are used then staff will block their number using their phone settings or prefixing the call with 141. No member of staff is to share their personal phone number with any parent or pupil.

As well as contacting vulnerable students there will be times when we will want to make contact with other families/children on the school roll, to check in with them as well.

Decisions to contact other families/children will be made by the Headteacher/DSL and staff directed to do so. Staff will not contact families of their own accord. Any concerns raised during any telephone interaction with a parent or pupil must be shared with the DSL or Executive Headteacher immediately.