



Kindness Empathy Respect Responsibility Honesty Resilience

Safeguarding-Myconcern update-Challenge Committee 24th September 2019

MyConcern is used to manage safeguarding - it is a secure IT based system for logging and chronologising individual safeguarding concerns, decisions, actions and outcomes.

Key Roles

At HHELC we will be making use of 3 main user roles within the My Concern package:

1. Account Admin (P A Fielding)

The Account Administrator role enables the creation of user accounts on My Concern. P A Fielding is responsible for setting up accounts for users and persons with DSL rights

2. Designated Safeguarding Leads (DSLs) will only manage caseloads relevant to children/ young people on their site;

DSL	Site
Carol Lindsay	Hospital School
Susie Pace	
Liz Milton	Sherwood including Home Education
Linda Chambers	
Michelle Malcolm	
Louise Sutton	Lookout
Sarah Grafton	

DSLs have responsibility for managing/assessing safeguarding concerns on the system. A person with DSL rights has access to all data held on MyConcern.

3. Trusted User (all teaching staff and admin team)

The majority of staff members using the system will be created as Trusted Users. Trusted Users can only record, view and add updates to concerns they have logged.

Reporting concerns

All staff are alert to signs and symptoms of harm and abuse that may indicate possible safeguarding concerns and ***know that if there is a risk of immediate serious harm the DSL is informed as soon as possible.***

The role of the DSL at HHELC

DSLs are able to open concerns relevant to them that have been logged either by opening an email notification or by **Accessing their own Concerns Dashboard**. The system enables DSLs to easily manage concerns through the Dashboard.

DSLs at each site meet regularly to manage their site specific case load. Unless the concern is marked **'URGENT'**, DSLs will read and assess the content of the new concern at their meetings. Once the DSL has updated the record with the category of concern and associated the record to a person the concern will automatically move into the Open Folder on the Concern. DSLs can then decide to keep the file 'open' / 'add 'updates', set 'tasks' or 'close the concern'. Closing a concern will prompt a system request to confirm the action and request the addition of a note explaining the rationale for closing the concern.

P Fielding met with site based DSLs on 19th September 2019 to review practice and discuss individual cases.

DSLs also have access to a team of NST Advanced Designated Safeguarding Leads if required