

Meadows School

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Service Recording Protocol

	Contents	Page
1.	Introduction	1
2.	Aims	2
3.	Location of Personal Data Recorded	2
4.	Referrals/Requests for Service	3
5.	Core Data	3
6.	Assessment, Planning & Reviews	3
7.	Recording Templates	4
8.	Outcomes	4
9.	File Sign Off & Sampling	4
10.	Case Closure/Retention Period	4
11.	Recording Group Work	4
12.	Photographs & CCTV	4
13.	Obtaining Parental Agreement	5
14.	Data Protection & Data Security	6
15.	Information Sharing & Subject Access Arrangements	7
16.	Data Breach Reporting	7
17.	Securing Personal Data	8
18.	Additional Information	8

1. Introduction:

Meadows School is committed to Barnardo's Basis and Values, which provides the framework within which we can engage in giving young people a better start in life.

This recording procedure acknowledges that we have recording requirements for our service users, which have been agreed by the ADCS, DCS and Digital Transformation Team that are not the usual Barnardo's recording procedures.

These recording procedures, whilst separate to the Barnardo's recording systems are kept in-line with all relevant Barnardo's policies and reviewed annually or when changes occur in the recording procedures by the ADCS and the Meadows School Data Manager.

<p>2. Aims:</p>	<p>The school aims to ensure that:</p> <ul style="list-style-type: none"> • Barnardo's are kept informed of all service recording protocols at Meadows School. • All staff have the training they require to be able to utilise the recording systems that are relevant to their role • All staff understand what specific recording is required of them.
<p>3. Location of Personal Data Recorded:</p>	<p>Meadows SharePoint FileRoom</p> <p>Meadows School uses Microsoft 365 for Education which runs independently of Barnardo's systems and is controlled by the Meadows Data Manager and Meadows IT support.</p> <p>FileRoom sits as a separate sub-site to the main Meadows (WholeSchool) SharePoint and staff are 'invited' to access as an extra level of security. No staff can 'request access' as with other SharePoint areas.</p> <p>FileRoom is accessible to student-facing and administrative staff only. Specific permission to access this area has to be given and is agreed by The Principal (ADCS).</p> <p>Each section has individual student files (named) which are moved to the 'Leavers' area when service user leaves the school. The 'Leavers' area is only accessible by Senior Leaders and Administration Staff.</p> <p>There is a retention programme built into the Leavers folder that auto-deletes folders 75 years after service user date of birth. Referrals, Reports and Reviews (in-process sensitive paperwork) are also kept in the FileRoom area of Meadows SharePoint.</p> <p>Arbor:</p> <p>All schools are required by law to keep up-to-date information on their students for the DfE census purposes. Arbor is the school-specific software that Meadows School uses. Arbor exceeds all criteria set out in the DfE's cloud supplier checklist, and is on the UK Government G-cloud list of approved suppliers. Their ICO record can be viewed here with further information available here. Data protection and GDPR information can be found here.</p> <p>CPOMs:</p> <p>CPOMS is designated safeguarding software used for the recording, monitoring and reporting of safeguarding issues that are affecting our students. CPOMs Privacy notice can be viewed here.</p> <p>Hard Copies:</p> <p>Meadows school no longer keeps hard copies of student information – all information on students is stored in either Meadows SharePoint Fileroom, Arbor or CPOMs.</p>

4. Referrals/ Requests for Service:

- Referrals are received via various channels
 - Directly from Local Authority – encrypted e-mail
 - External portals run by Local Authorities - secure
 - Parental preference from Local Authorities (usually after parents have had an informal visit at the school)
- If hard copies of referrals are received they are scanned immediately, saved to SharePoint FileRoom and the hard copies are shredded.
- Referral papers are distributed to Deputy Heads, Key Stage managers, Link workers and panel members electronically – staff are advised not to print hard copies.
- If a referral is declined, the referrals are kept electronically for 3 months after the decline date and then deleted.
- If a referral leads to a placement, the electronic papers are moved to the individual student folder and kept for 75 years from date of birth.
- An electronic File Retention is built into SharePoint FileRoom to automatically delete information 75 years after date of birth.

5. Core Data:

Core Data is stored in the school MIS to record student details for DfE census purposes. Access to this system is given to all student-facing staff. Editing rights are limited to senior leaders, admin staff and linkworkers.

Some information, limited to name, date of birth and safeguarding information, is also stored in CPOMs for safeguarding purposes.

Both Arbor and CPOMs are used to report to Barnardo's for the required service user counts and outcomes reports.

6. Assessments, Planning & Reviews:

Assessments, Plans and Reviews are stored in individual files in FileRoom.

Each service user is subject to a minimum of 3 assessments each academic year and these are stored in individual files in FileRoom and shared with parents/carers and the relevant people in the local authority (funding body) via encrypted email.

Reviews are undertaken annually or 3 times per year if the service user is in care. These are stored in individual files in FileRoom and shared with parents/carers and the relevant people in the local authority (funding body) via encrypted email.

Plans are updated regularly and stored in individual files in FileRoom.

All contacts are stored in Arbor on the individual service users profile.

7.	Recording Templates:	All templates are service specific and can be found here .
8.	Outcomes:	<p>Outcomes are measured for service users in three ways:</p> <p>Educational: educational outcomes are measured in Arbor based on curriculum targets</p> <p>EHCP: EHCP targets are measured during reviews and outcomes are discussed, monitored and amended during the review process.</p> <p>Enrichment/Well-being: Enrichment & Wellbeing outcomes are stored in service specific spreadsheets and are discussed during the assessment process three times per year.</p>
9.	File Sign Off and Sampling:	Assessments, Reviews and Plans are signed off by the ADCS at all assessment, review and planning points of the academic year. Files are signed off by the ADCS as service users leave the school – Files are also sampled at this point to ensure that recording is of the required standard.
10.	Case Closure/Retention Period:	When a student leaves Meadows they are moved to off-role in the MIS systems and Service User (Closed) in FileRoom. All student records are retained for 75 years from the date of birth as per the signed agreements during the admission process
11.	Recording Group Work:	Whilst, by definition, all lessons are considered group work and planned accordingly. However, recording of assessments and outcomes are done on an individual basis and stored in Arbor.
12.	Photographs and CCTV:	<p>Photos are stored on SharePoint in a separate sub-site for photo and video storage. Only images are stored, no other identifiers i.e. names are kept in this area.</p> <p>The school uses CCTV with Audio and has a separate policy that can be found here.</p>

13. Obtaining
Parental
Agreement :

Parental agreement is required for various services provided. Permissions are sought during the [admission](#) process and are recorded in Arbor against the individual service users' profile. Signed permission forms are kept in the individual service users' FileRoom.

The school reminds parents during the admission process that they are legally required to share certain information with the local authority, other schools or additional professionals for the purpose of census and or safeguarding concerns (see DfE guidance on [Information sharing: advice for practitioners providing safeguarding services](#)). Whilst the school will attain permission from parents to store and share this information; should the student be at immediate risk the school reserve the right to share some information prior to seeking permission.

14. **Data Protection
& Data
Security:**

Service Users and Parent/Carers are given a copy of Barnardo's 'Your Data, Your Rights' as part of the [admission pack](#) Informing them that records are being kept about them and their child.

365:

All staff and governors have individual log ins and are required to change their passwords on first log in. Passwords are required to be a minimum of 8 characters long and a mixture of upper and lower case, include at least 1 number and 1 special character.

Staff with higher access levels are also required to use MFA through the Microsoft Authenticator App.

There are areas of 365 that only selected staff can access. These 'private' areas are agreed by SLT.

Arbor:

All student-facing staff and administrators have individual log ins and are required to change their passwords on first log in. Passwords are required to be a minimum of 8 characters long and a mixture of upper and lower case, include at least 1 number and 1 special character.

CPOMs:

CPOMs is only accessible by trained safeguarding leads and administrators. All staff with access have individual log ins and are required to change their passwords on first log in. Passwords are required to be a minimum of 8 characters long and a mixture of upper and lower case, include at least 1 number and 1 special character.

CPOMs has its own 'elevated access MFA' for staff to use to access.

Additionally:

Staff are regularly reminded of how to protect their logins including locking their screens if they are not using devices for any length of time, requiring them to input their password when they return.

Staff are forbidden from sharing their passwords with anyone, including other staff.

Service Users and Parent/Carers are given a copy of Barnardo's 'Your Data, Your Rights' as part of the [admission pack](#)

The school has a separate Data Protection Policy that can be found [here](#)

<p>15. Information Sharing & Subject Access Requests:</p>	<p>The school reminds parents during the admission process that they are legally required to share certain information with the local authority, other schools or additional professionals for the purpose of census and or safeguarding concerns (see DfE guidance on Information sharing: advice for practitioners providing safeguarding services). Whilst the school will attain permission from parents to store and share this information; should the student be at immediate risk the school reserve the right to share some information prior to seeking permission. This information can be seen in the admission pack. Individual consent forms are signed by parents (or students if over 16 years of age) agreeing to the storing and sharing of personal information.</p> <p>Staff are regularly reminded, should they need to share information outside of the school, that information should be sent using the encryption option available on their outlook accounts and that any contacts should be stored in Arbor within 24 hours under the individual service users' profile.</p> <p>Service users have the right to request copies of their data and this must be provided to them within a month of the request unless there is a legal reason not provide the information.</p> <p>All Subject Access requests are dealt with by the Data Manager with the support of the Barnardo's Data Management Team and recorded here.</p>
<p>16. Data Breach Reporting:</p>	<p>All data breaches must be reported immediately when they are discovered by informing the Data Manager and Principal/ADCS. The Data Manager will support in completing the Data Breach Reporting form and sending this to the Data Protection mailbox. Obtaining additional information must not delay the reporting of the breach, additional information may be added later. Data Breaches are discussed with the Data Management Team and recorded here.</p>

17. Securing Personal Data:	<p>Personal Data must never be printed out without the specific consent of the Principal/ADCS. Meadows School uses pin protected printers to ensure additional security should personal data need to be printed or copied.</p> <p>Personal data should, as a rule, be accessed online on a device attached to the school network and monitored by the IT team. Staff are regularly reminded not to access school systems from their personal devices.</p> <p>Should personal devices be required to access personal information multi-factor authentication is added to staff accounts.</p> <p>Paper documents are not to be removed from school sites and must be disposed of correctly using the shredders available in the school.</p> <p>Email is the school's preferred method of communication and staff are reminded that personal data should always be sent using the encryption available on their outlook emails.</p> <p>On the rare occasions where personal data must be sent by post, return details must be printed on the back of the packaging/envelope and special delivery must be used.</p>
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18. Additional Information	
Copies of this policy may be obtained from:	<ul style="list-style-type: none"> • Content Server • The Main School Office
This policy links with the following policies & Documents	admission pack service specific templates reviews service specific spreadsheets
Relevant statutory guidance, circulars, legislation & other sources of information are:	<p>DfE guidance on Information sharing: advice for practitioners providing safeguarding services)</p> <p>Arbor Keeping your Data Safe - https://arbor-education.com/about-us/data-protection-gdpr/</p> <p>Arbor ICO Certificate - https://ico.org.uk/ESDWebPages/Entry/Z3022381</p> <p>Arbor Data Protection Policy - https://support.arbor-education.com/hc/en-us/articles/205335591-What-is-Arbor-Insight-s-Data-Protection-Policy-#we-only-process-aggregated-and-anonymised-data-0-0</p> <p>CPOMs Privacy Notice - https://www.cpoms.co.uk/privacy/</p> <p>Admission Pack - https://meadowsschoolorg.sharepoint.com/</p> <p>Meadows School Policies - https://www.meadowsschool.org.uk/page/?title=Policies&pid=38</p>
The lead member of staff is:	Data Manager (Management Information Officer)
Definitions and key terms used in this policy:	<p>MIS – Management Information System</p> <p>DfE – Department for Education</p> <p>SEMH – Social, Emotional & Mental Health</p> <p>MFA – Multi-Factor Authentication</p> <p>SLT – Senior Leadership Team</p>

