



CROW ORCHARD

Primary School and Nursery

CPOMs Policy

Policy Lead	Mrs D Heath Deputy HT/Deputy DSL
Agreed by Governing Body	December 2025
Next review	December 2027 or sooner in line with any government changes

'We learn with love, grow with purpose and stand strong through every challenge'. At Crow Orchard, we want every child to feel known, safe, valued and inspired. We are a *family* that supports and nurtures each other, celebrates learning and believes that every child can thrive.

This policy is underpinned by our core values of **Love, Growth, and Strength**, which guide every aspect of our practice:



Safeguarding is everybody's responsibility. If in doubt, report. This must be done in person to a Designated Safeguarding Lead and through CPOMS.

1. What is CPOMS?

1.1 CPOMS (Child Protection Online Monitoring Service) is a software application for monitoring child protection, safeguarding and a whole range of pastoral and welfare issues. Working alongside our school's existing safeguarding processes; CPOMS is an intuitive system to help with the management of child protection, behavioural issues, bullying, special educational needs, domestic issues and other issues pertaining to the welfare of pupils in school.

1.2 Every member of staff across the school has a duty of care to report any concerns that they may have straight away to a Designated Safeguarding lead (DSL). CPOMS allows us to record information in a central system and have relevant people alerted immediately. DSLs are able to build a chronology around a pupil and can produce reports for meetings, case conference meetings, Governors and Ofsted at the touch of a button.

2. Safeguarding

2.1 CPOMS is Crow Orchard's means of reporting safeguarding concerns about a child. Where there is immediate concern, staff must act in accordance with Lancashire's Child Protection procedures and instantly report this to a Designated Safeguarding Lead as well as record on CPOMS.

2.2 Crow Orchard Primary School's Designated Safeguarding leads are:

Nominated Lead Member of Staff: Jen Hollings

Designated Members of Staff: Denise Heath

3. How do I access the system?

3.1 CPOMS can be accessed from wherever there is an internet connection as it uses a web browser interface. This means that any mobile device can be used. All teaching staff have write access- which means anyone on the teaching staff can add incidents and actions.

3.2 Initial setup

- The school's CPOMS server is accessible at your school's CPOMS URL.
- Your username is your school email address
- When you have accessed the web page, the following image will be visible:

To set up your password:

1. Click the tab as directed
2. Enter your SCHOOL email address in the box and submit.
3. This will send a reset password to your school email. Use this to log into the CPOMS system and then create a password. It **MUST** be 8 or more characters long, using a mix of lower- & upper-case, digits and symbols.
4. Passwords will be requested to change every 60 days.
5. You might want to bookmark the link on any device you use; however, **DO NOT** allow your browser to remember your password.

4. What to record on CPOMS

4.1 CPOMS is there to record all significant events and concerns in a child's journey through school. Concerns may arise at any time through direct disclosure from a child; something a parent has told you; something another child has told you; something you may have heard in the community; if a child has been hurt whilst in school or sent home sick or even something that just doesn't 'feel right'. Nothing is too insignificant to report and in fact, the more evidence we can gather to support each other in safeguarding children the better chance we have of making the right choices for our children. Every report of seemingly insignificant incidences WILL build a bigger picture when they are put together, so never feel that you are wrong to report.

4.2 You may also log conversations with parents on CPOMS if you feel that they are relevant to the safeguarding and Pastoral teams – e.g. parent lost job, parents separated, benefits stopped, etc.

4.3 It is important to remember when recording on CPOMS that parents can at any point make a SAR (subject access request) where school may have to provide a copy of their child's CPOMS log and they will be able to see how staff have written about their child and potentially the adults communication with school.

5. How to record an incident

5.1. All staff must only record incidents when logged into their own CPOMS Account.

5.2. Steps to follow: 1. Click on Add Incident in the purple banner at the top

2. Student: Type in the name of the child you wish to report (a list of options will appear, please make sure you click on the right child)

3. Incident: Begin writing up the incident the main and relevant facts must be recorded. Use the below as a guide:

a) What are your concerns? Provide a description of any incidents or observations, including dates and times.

b) What have you observed and when? Include details of anything you have personally witnessed. Be clear about what is fact and what is your opinion e.g. Lucy was crying today which in my opinion is very unlike her. The facts should come first in the incident log followed by any opinions which should be clearly identified as such.

c) What have you been told and when? Include anything the child or another person has told you in direct conversation. Use exact words/phrases (including swear words as this gives the correct context and tone of the conversation) or describe gestures and be clear about who has said what.

d) What have you heard and when? Include any information you have heard from a third party relating to the concern.

e) Add Linked students to the incident, this includes anybody else who was linked to the incident such as friends, siblings or other children linked to the incident.

f) Please use full names of pupils as these can be hidden if necessary, where possible use parent's first name instead of mum or dad as this provides more clarity (this can be found using School Spider/Insight). Use staff initials only please.

g) Action: What have you done in response to this concern? Have you contacted anyone else? If the parents or carers have not been contacted, please explain why. If any advice was given, please record this succinctly as possible. h) CPOMs must not be used as an alternative to communicating actions directly to members of staff. 'Actions' logged must have already been carried out or logged once agreed with another professional.

i) If the child has a physical injury, have you sought medical advice? Has the child received any medical attention in relation to the injury? Use the body map to note any marks or injuries, as well as a description of the mark i.e. colour, shape.

See Appendix C for information on non-accidental injury sites

4. Categories: Choose a category to identify the nature of your concern. (Following the OFSTED review into Sexual Harassment and Safeguarding Concerns in Schools additional categories should be added under 'Cause for concern' including a 'Child on Child Violence' tab and a 'Sexualised Comments' tab). If you are unsure, then choose the most suitable category. More than one category can be used for an incident. If you feel the incident is a Safeguarding disclosure, then add under cause for concern – safeguarding disclosure.

5. Alert staff members. There are automatic alerts set that enable Senior Leadership Team (SLT), Pastoral and Class teachers to receive alerts for incidents except safeguarding that only alerts Senior Leadership Team and Pastoral. Please check these alerts come up and if not, you need to include another staff member in the alert. To alert specific individuals start to type their name in the alert staff member box and options will appear then click on the correct name. Care must be taken not to communicate sensitive information to those who are not permitted to know. Check with Pastoral/SLT if unsure.

6. Files: The option to upload documents is available here e.g. school notes, letters, reports, screenshots of Dojo messages or photos (however if a child shows you a naked or semi naked image these should never be transferred from the pupils' device or stored in any way. A word description of the image should be used instead – see Child Protection and Safeguarding Policy for more information).

7. Agencies: Select from list if appropriate 8. Add Incident: Click to submit the incident and alert all staff that you have identified. If for some reason you need to edit the incident later eg you had not changed the time, you will be asked to state the reason for the edit.

9. If you make a significant mistake and realise after it is submitted, take note of the incident ID number (top of left-hand corner of incident) and speak to either the DSLs / DHT.

10. Action: It is important that outcomes are recorded for incidents that are logged in order to show correct follow up procedures have taken place. If you have recorded in the incident that you are going to do a follow up action please record as an 'action' after you have followed this up. If you have an action to add (you may have spoken to a parent, discussed with colleague or have more information) you can then add this by clicking 'add action' underneath the incident. This will automatically alert DSLs / SLT and the Pastoral Lead but check to make sure and select their names if not. If an action requires a response from a staff member please ensure that they are alerted. 11. Be aware that once you have added an incident, it is quite likely that you will receive an action from the DSLs / SLT and the Pastoral Lead. **CHECK YOUR EMAIL FOR ACTION ALERTS.**

12. Once you are alerted to an incident an email is sent to your school email address. It will tell you who created the alert and the category it comes under but no other information. Once you have read the incident, you can mark as read to acknowledge that you have seen the incident and understand the content. However, if you are required to follow up the incident, you will need to click add action and comment. Please do not mark the incident as read if you have a follow up action to complete as this will prevent you being able to access the incident again to add your follow up action.

13. Follow up any actions as requested and log outcome as another action for the same incident. Do not create another incident for the logging of actions.

5.3 Please remember that all information on CPOMS is both sensitive and confidential, please do not discuss anything with other staff members (unless authorised by Pastoral/SLT) or leave the page open in view at school or public places.

5.4 The most important part to remember is that you must complete an incident log on CPOMS and alert the relevant staff as soon as possible. Do not wait until you are on your way out at the end of the day to do it. Action may need to be taken urgently before a child goes home for the day, so it is essential that the information is passed on quickly. If teaching assistants need time within class to record an incident on CPOMS then please ask the class teacher to allow this time as soon as possible.

5.5 CPOMS is completely secure, you must use full names for children and initials for staff when making reports. You can also access CPOMS from any internet connection (still secure). You can use a range of internet enabled devices to access CPOMS, such as iPad, smartphones etc when you are away from school but still need to report or follow up on an incident. It is essential to never save your log in details on any device. 5.6 For more information around using CPOMS, please visit CPOMS System User Guide.

6 Issues

6.1 If staff are not able to access CPOMS due to the system being under heavy load (a current CPOMS issue) then staff should record incidents either on a word document, emailing themselves or by utilising a paper recording sheet (which can be scanned and uploaded later) and then recording the incident (s) in the

typical way following CPOMs access being restored. If this happens all safeguarding disclosures/incidents must be reported to a DSL immediately.

7 Authenticator system

7.1 Schools can use authenticator systems such as Microsoft, google or authy to act as the second element of security in CPOMs for administration, review and reporting privileges.

7.2 The authenticator system provides SLT / DSLs with the ability to review all incidents for pupils and add actions retrospectively. Members of the Senior Leadership Team, Pastoral lead and teachers (change accordingly) have this access.

7.3 Teaching staff can only access pupils in the classes they teach and do not see any safeguarding information unless they are alerted to this as a need to know. See Appendix B for details of how to access authenticator systems.

8 Supply Staff or visitors

8.1 Supply staff, outside agencies and volunteers have a duty to report any incidents or concerns. If supply staff, outside agencies or volunteers need to report an incident or concern they should seek advice from a Designated Safeguarding Lead and complete a written report which must be signed and dated by the person making the report. This can then be sent via Teams or email to the Pastoral Manager and Headteacher or relevant Designated Safeguarding Lead if these personnel are offsite. If the person making a report is unable to access Teams a Safeguarding incident form located in the office will need to be completed and handed to a Designated Safeguarding Lead who can scan and upload to CPOMs.

Ears – especially pinch marks involving both sides of the ear

The “triangle of safety” (ears, side of face, and neck, top of shoulders): accidental injuries in this area are unusual

Inner aspects of arms

Back and side of trunk, except directly over the bony spine

Black eyes, especially if bilateral

Soft tissues of cheeks

Intra-oral injuries

Forearms when raised to protect self

Chest and abdomen

Any groin or genital injury

Inner aspects of thighs

Soles of feet

REMEMBER

Concerns are raised by:

- injuries to both sides of the body
- injuries to soft tissue
- injuries with particular patterns
- any injury that doesn't fit the explanation
- delays in presentation
- untreated injuries

