Use of CPOMS Policy

Related documents: Anti-Bullying Policy, Safeguarding Policy, What We Do & How We Do It Policy

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OUR VISION

Our vision is to provide pupils with the confidence, skills and ambition to achieve a successful and productive life. We aim to ensure they leave the school with a 'new day, new opportunity' ethos and are capable of becoming positive members of their communities. To do this, we have 3 principles that underpin our policies, practices and everything we do:

Everyone can learn, achieve and has the potential to be successful

Positive relationships are key to success and are underpinned by mutual trust, respect and caring for one another

We have high expectations in everything we do

Policy owner	WhiteTrees School	**Last review**	April 2026
Date Created	January 2022	**Next review**	April 2027

Introduction

Staff at White Trees Independent School are trained to work with challenging pupils and work to a clear, positive pupil-centred behaviour policy, which focuses on prevention and de-escalation. This policy is based on guidance issued by the Secretary of State, the latest of which is Keeping Children Safe in Education, Department for Education (DfE), September 2026 and Positive environments where children can flourish, (Ofsted), March 2018.

What is CPOMS

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 much more. Using CPOMs, we can ensure that pupils are safe and fully supported, whilst school staff can focus on teaching and providing support, instead of administration. Every member of staff across the school has an obligation to report any concerns that they may have. CPOMs allows us to record information in a central repository and have relevant people alerted immediately. SLT are able to build a chronology around a pupil and can produce reports for Case Conference Meetings, Governors and Ofsted at the touch of a button. 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 or even something that just doesn't 'feel right'. Nothing is too insignificant to report and in actual 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 incidents will build a bigger picture when they are put together, so never feel that you are wrong to report. You should also log conversations with parents or professionals on CPOMs if you feel that they are relevant to the safeguarding team and learning mentors – e.g. parent lost job, parents separated, benefits stopped, etc. CPOMs is completely secure- you may use full names 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.

All CPOMS must be completed/reported before 3:30pm each day- staff are not to leave school until all CPOMS responsibilities have been fulfilled

Safeguarding is everybody's responsibility. If in doubt, report it.

How do I Access the System

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.

White Trees Independent School CPOMS server is accessible at:
https://whitetrees.cpoms.net

Your username is your school email address.

Initial Set Up

1. Click on the RESET PASSWORD link in the purple banner at https://whitetrees.cpoms.net or use the link that has been sent to your school email.

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. You might want to bookmark the link on any device you use; however, DO NOT allow your browser to remember your password.

How to Record an Incident

1. Click on Add Incident at the top of the screen

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 as we cannot delete incidents)

3. Incident: Begin writing up the incident. Use the below as a guide if necessary.

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

   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.

What have you been told and when? Include anything the child or another person has told you. Use exact words or describe gestures and be clear about who has said what.
What have you heard and when? Include any information you have heard from a third party relating to the concern.

What action have you taken in response to this concern? Have you contacted anyone else? If the parents or carers have not been contacted, please explain why.

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.

4. Categories: Choose a category to identify the nature of your concern. If you are unsure, then choose the most suitable category.

5. Linked students: If you are reporting an incident that concerns other children in school please add them in the linked students bar. (This may be siblings, friends or other children involved in an incident in school).

6. Alert staff members- Choose which staff to alert- ALWAYS alert the site the student is allocated to. To alert specific individuals start to type the name 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.

7. Files: The option to upload documents is available here e.g. school notes, letters, reports

8. Agencies: Select from list if appropriate

9. Add Incident: Click to submit the incident and alert all staff that you have identified. YOU CANNOT EDIT THE INCIDENT ONCE IT IS SUBMITTED.

10. 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 let the Deputy know.

11. Action: 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. Again alert SLT.

12. Be aware that once you have added an incident, it is quite likely that you will receive an action from LT. CHECK YOUR EMAIL FOR ACTION ALERTS.

13. 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 acknowledge that you have seen the incident and understand the content. However, if you are required

to follow up the incident (eg by contacting parents/carers for a handover), you will need to click add action and comment.

14. 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.

15. Please remember that this information is both sensitive and confidential, please do not discuss anything with other staff members or leave the page open in view at school or public places. The system will time out every 10 minutes of inactivity. Click the BLANK SCREEN link on the top right of the page if you are interrupted to ensure others cannot see the information you are reviewing. Any queries please speak to the school site lead or DSL.

16. 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.

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CPOMS Authenticator

Full system access is only available to those with the Authenticator, SLT acts as the third element of security in CPOMs for administration, review and reporting privileges. The main benefit of the 'CPOMS Authenticator is the ability to review all incidents for pupils and add actions retrospectively. Members of the LT, Safeguarding and Behaviour Lead have CPOMS Authenticator to elevate their access.

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