

Covid 19 Keeping in Touch (KIT) phone call guidance for Dedicated Safeguarding Leads

Children and young people known to social care

Good morning/afternoon

This is (teacher's name) from (school name)

– am I speaking to (insert parent name)

1. Are you free to talk or would you prefer to be called back on another number at a specific time?
2. Are you, (child's name) and your family well?
 - Physical health: displaying any symptoms (new continuous cough, high temperature). If not, are you continuing to check/monitor and know what to do if you start to show symptoms?
 - Emotional/mental health: how are stress and anxiety levels, do you have any specific concerns about you/your child/other family members? Do you know where you can access additional support as required?
3. On a scale of 1 to 10 how worried are you about you/your child/your family with 1 being extremely worried and 10 being not at all worried.
This should allow you to ask questions around this to establish how fixed this position may be or whether it is likely to change. It also gives a benchmark, albeit a crude one, for subsequent KIT calls.
4. Do you have access to enough food?
If not is the family aware of support available through food vouchers
5. Have you been able to follow a routine/structure?
6. What does your day look like?
Encourage answers to include how home learning is approached, any behaviour issues that they are struggling with, whether the child is able to get outside for exercise and if not whether they are able to exercise indoors/get fresh air?
7. Are you finding anything challenging?
Look for answers such as can't access the learning, can't get CYP out of bed in the morning, feeling frustrated with lack of routine, child doesn't want to do the work sent home for home learning
8. I thought (child's name) could share something positive that he/she is proud of this week – work or experience – is (child) there?

Additional Questions for High Schools and consideration for children known to be at risk of exploitation in primary schools:

9. Is your child able to follow government guidance on remaining at home at this time? If they have been going out do you know where they are going and why? Do you know how to report concerns/seek advice or support about this if necessary?
10. Do you have any concerns about your child's social media/mobile phone usage? If yes, what are your concerns? Are you aware of who they are communicating with?

Are you able to address any issues directly either by signposting to a resource e.g. food vouchers, housing, work related issues, getting in touch with class teacher, suggesting different routine/approach, make a note of any actions taken, particularly if a follow up is required.