

COMMUNICATIONS AND INFORMATION SHARING PROTOCOL

The schools protocol has been developed in collaboration with schools in Harrow as key partners with Harrow Children's Services.

The protocol has been designed to formalise communications and information sharing between schools and children's services. Effective communications and information sharing between these two partners is vital in safeguarding vulnerable children and this document is designed to create shared set of expectations.

- All discussions with children or families with regards to educational provision to be had in conjunction with the school or college and no promises to be made by the LA worker that create a false expectation in relation to Education or support from social services.
- LA worker to make contact with school within 5 days of their allocation to a young person.
- LA to regularly update structure charts and share with schools, so that schools have details of LA workers and their managers.
- Schools to include managers in emails to LA workers.
- LA worker or their manager to respond to emails from a school within 48 hours.
- Schools to escalate issues to Head of Service if matters are not dealt with in a reasonable timescale.
- All communications to be courteous and respectful of professional's experience and status.
- All institutions to follow their data protection policies and be compliant with GDPR.
Forwarding email chains to be avoided unless necessary. The best practice is a new email to the relevant colleague.
- Requests for information from LA should be responded to within 24 hours.
- LA workers to give schools five days notice of meetings where possible although there may exceptional circumstances where meetings are called at short notice.
- LA workers to pre-arrange visits to schools although there may exceptional circumstances where meetings are called at short notice.
- LA workers to provide proof of identity when they visit schools. Schools to accept a photographic Harrow Council ID badge as proof of identity and evidence of enhanced DBS check (please see council website).