

Concern Reports

A concern report is a quick and confidential way for a student to raise an issue or concern they are having. It is really important that a designated teacher responds to a concern report as quickly as possible. Both teachers and students can raise concern reports.

Setting Up Teachers to Receive Concern Reports

To assign a teacher to receive concern report, go to admin and select 'My Organisation' then 'Teachers'. Edit the teacher and set their 'Concern Report Access' toggle to 'On'.

Edit Teacher - Saadaa Abdullah	
ser Details Teacher Options	
eSchool Administrator	GDPR Administrator
Concern Report Access	All Pupil Notes Access
Role	
Teacher Admin 🗸	

You can do this for as many teachers as you wish. The teachers you assign will now receive an email on their school360 account whenever any pupil in their school raises a concern.

New Concern Report (Raised by Student)

Create a new Concern

There is a concern report button on every pupil's home page. To raise a concern the pupil clicks on the button.



This will open the report concern form below.



The child will complete the form and click submit. A confirmation message is given back to the child to inform them that the concern has been sent and will be dealt with by a teacher.



This action will send an email to all teachers assigned to receive concern reports.

View Process a Concern Report

As soon as a child submits a new concern an email is sent to all teachers in the child's school that are set to receive concern reports. Below is an example of the email the teacher will receive.

* School360 Administration					🗎 Inbox - shooflypublishing.co.uł	08:28 Details	SA
To: anne.curtis@school360.co.uk, Reply-To: Steve Young	Steve Young,	jen.teach@school360.co.uk,	jennifer.harris@northumberland.gov.uk,	Sue Teacher,	sue.wild01@northumberland.gov.uk, & 6 more		
These is a new Astive Oscare Days	-						

There is a new Active Concern Report. Please sign into School360 at https://school360.co.uk

The teacher can then log into school360 to process the concern. Concern reports can have one of three states: -

- Active: This is a new concern and must be addressed as soon as possible.
- Under Investigation: A teacher is currently dealing with this concern.



• **Closed:** A teacher has dealt with the concern and there is no more action to take.

The concern reports are ordered by date raised descending. Active concern report (haven't been looked at) have a red warning sign in the status.

The teacher can use search filter to find the student they want to raise the concern about. The teacher then enters text and clicks on save.

							Search	NEW CONCERN REPORT
Date Created	Date Opened	Date Closed	Status	Pupil	Туре	Message		View/Edit
1/10/2022			▲ active	Liz Aaron	Learning	New active cr.		1
8/10/2022	28/10/2022	28/10/2022	closed	Liz Aaron	Behaviour	HI I'm concerned - test by Steve		•
9/07/2019	31/07/2019		Under Investigation	Liz Aaron	Unknown	test no sue		1
9/07/2019	31/07/2019		Under Investigation	Liz Aaron	Unknown	testing		1
9/07/2019	31/07/2019	19/08/2022	closed	Liz Aaron	Unknown	test		۲
9/07/2019	31/07/2019	28/10/2022	closed	Liz Aaron	Unknown	test		۲
9/07/2019	31/07/2019		Under Investigation	Liz Aaron	Unknown	liz on live		1
9/07/2019	31/07/2019		Under Investigation	Liz Aaron	Unknown	testing from liz gas street		1
7/06/2019	27/06/2019		Under Investigation	Sophie Aaron	Unknown	to sophie hiya		1
7/06/2019	27/06/2019		Under Investigation	Liz Aaron	Unknown	no head or cr teacher		1

Click on the 'view/edit' (pencil) icon to process the concern report. This will open the concern report form.

Process Concern Repo	rt
Pupil	Reference No
Liz Aaron	CR1667221207
Status	Concern Report Type
active	Learning
Reported On	Opened On
31/10/2022 13:00	
Message	
Actions	
Owner	
Andrea Strongy	
Cancel Save Close	e Concern Report

You can read the concern and then classify the type of the using the drop-down list at the top right. This will help reporting and analysis later. If you add an action and



save the report will change status to 'under investigation'. If you click 'Close Concern Report', the status will change to 'closed' and a closed date added. Both these actions will update the status of the concern and remove the red highlight.

Once a concern report is closed it can only be viewed.

New Concern Report (Raised by Teacher)

Note* The concern report shortcut will be red if you have any concern reports that have not been looked at by a teacher.

There is a concern report shortcut button on every teacher dashboard. To raise a concern the teacher clicks on the button. This will take you to a list of all concern reports for your school. At the top right you will see a 'New Concern Report' button, click this to open the create concern report form.

Pupil				
Please select a Pupil	$ $ \sim			
Ioncern Report Type				
Please select a concern type				
Message				
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You can select a pupil, type of concern and complete the message (description of the concern) and any actions, then save or close as when processing a concern report raised by a child.

Reports

Pupil Concerns

Click the 'Reports' option under Concern Reports on the LHS menu. This will open the report options page below. This enables you to choose the class or pupil and specify a period for the report to cover. Click 'run report to view/print the output.



Pupil Concerns

neer a droup	/Pupil		
10A	~	All Pupils	ř
lect Period			
This Year	Select a Term	C This Week	Select a Date Range

You can also download a text file instead of printing.

If you have any suggestion for improvements or additions.

Jennifer Harris <u>Jennifer.Harris@northumberland.gov.uk</u>