

# The Meadows School

## CPOMS System User Guide

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## 1 Non-Key User - Restricted System Access

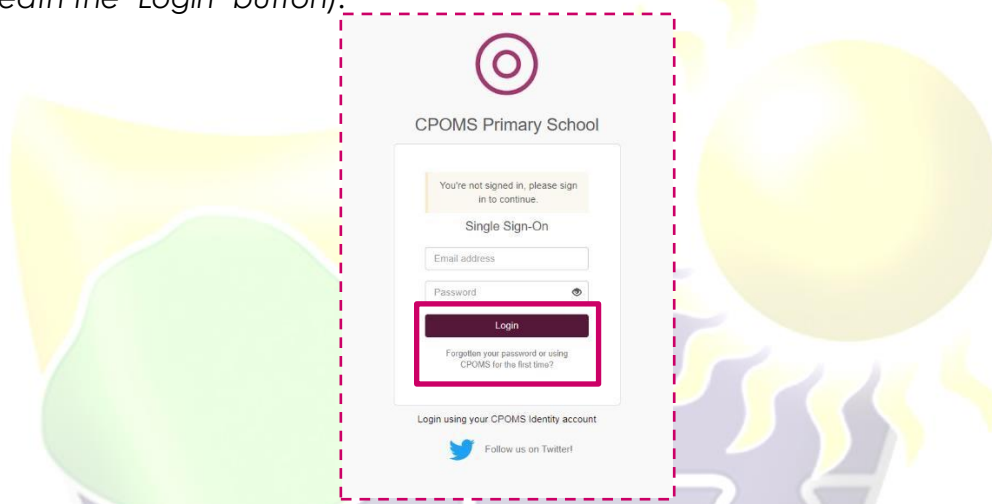
### 1.1 Using CPOMS for the first time

Firstly every user needs to set their own password.

To ensure that all users change their password to something that is personal and secure, we do not provide you with a password to begin with.

To create your first password please **visit the school's CPOMS URL**.

Click on the **'Forgotten your password or using CPOMS for the first time?'** option (beneath the 'Login' button).



When prompted, input the email address which was supplied to us and click **'Reset Password'**. This will then send you a unique hyperlink, to that email address, which will enable you to create your first CPOMS password.



Please note, the reset password link **expires at midnight** on the day it was sent, so should be generated on the day you are going to log in to CPOMS.

Once you have created your first password, go back to your CPOMS log in page and enter your email address, password and click the **'Login'** button.

### 1.2 Restricted Access Dashboard

Once you are logged in to CPOMS, you will see an **'Alert'** and **'My History'** section.

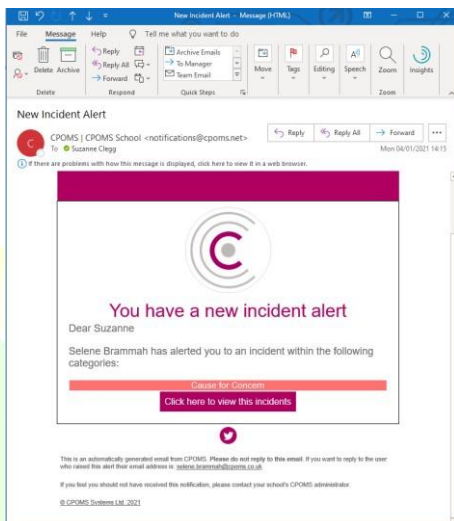
If you have been alerted to anything at all within CPOMS it will display within your **'Alert'** section to view.

The **'My History'** section will list any incidents or actions that you have added in the last 7 days, for your information.

## 2 Viewing an Incident

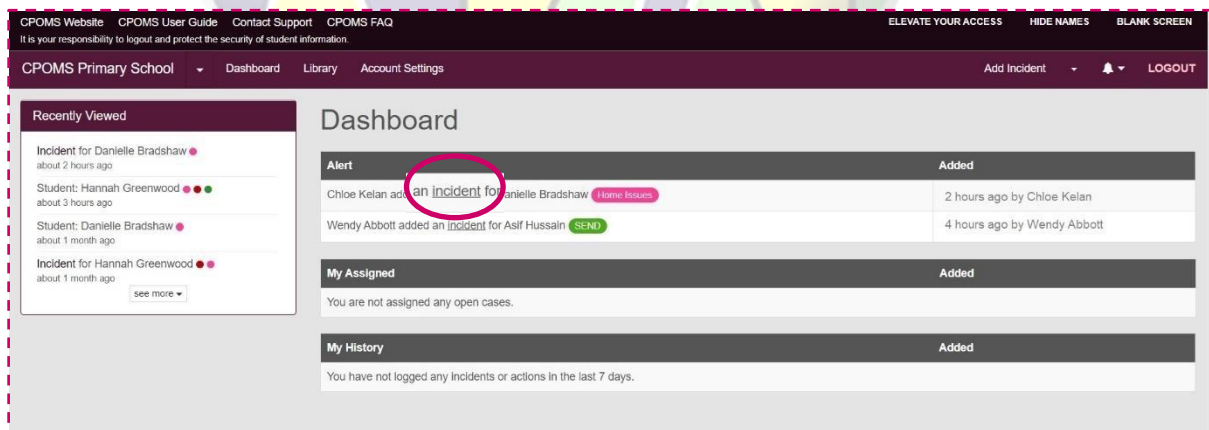
If you have been sent any alerts at all, you will also receive an email to your school email address (*or the one which we have been given*) to make you aware of the fact that you have been sent an alert by a member of staff in school.

The email will tell you who has created the alert and which category it falls under but no other information. It will then give you a link to your CPOMS log in page to view the content in full.



Once logged into the dashboard you will see your list of alerts. It will again tell you which member of staff has alerted you, which student the alert is about, the category(s) the incident falls under and when the incident alert was created.

If you now click on the word '**Incident**' you will be taken directly to view the incident.



Once you have read and dealt with the incident, you can choose to '**Add Action**' below the content, to add in the detail of any action you have taken, or what you would now like a colleague to follow up.

Once you have added your action you may mark the incident as read to acknowledge that you have seen the incident and understand the content.

mark as read



*N.B Please note as you do not have key access, once you have marked the incident as read, the alert will disappear from your alert's dashboard, and you will not be able to read it again. Therefore if you are required to add any further actions make sure to do this before you select the 'mark as read'.*

### 3 Adding an Action

Once you have read an alert, you can then log an action. This is very similar to incident logging, and you can choose to alert other staff in the same manner. You can then make sure that there is a clear trail of what has been done, by whom and when. This ensures that everyone alerted has an up-to-date knowledge of what is happening with that student/ incident.

The image displays two screenshots of the CPOMS web interface. The top screenshot shows the 'Viewing Incident - Danielle Bradshaw (4B)' page. A red circle highlights the 'Add Action' button. A large red arrow points from this button to the bottom screenshot, which shows the 'Add Action' form. The form includes fields for 'Action Taken', 'Add Categories', 'Agency Involved', 'Date/Time' (set to Wed 06 January 2021 at 4:12PM), 'Files', and 'Alert Staff Members'. The 'Alert Staff Members' section shows a dropdown menu with 'SLT' and 'Teachers' selected. At the bottom of the form is an 'Add Action' button.

#### Action Taken

Firstly fill in the free text box with all of the information needed about the action taken. This could be a referral made, telephone call or meeting arranged, for example.

### © Add Categories

If required, you can add additional categories to the action which will be displayed against the original incident.

### © Add action to linked students

If you would like the action to be copied to the linked student's profile, click on the tick box to 'Add action to linked students' next and 'Share documents?' if necessary.

### © Agency Involved

You can also add any agency names to the action to make others aware of which agencies are involved with this action/ pupil.

### © Date/ Time

Select the date and time you wish to record, if it is different to the current.

### © Files

If you would like to attach a file/ document to support the incident e.g. a social services letter, email, or meeting minutes etc. you can do so at this point. Simply click to browse and find the relevant document on your machine and add or drag a file from one of your folders into the area to upload.

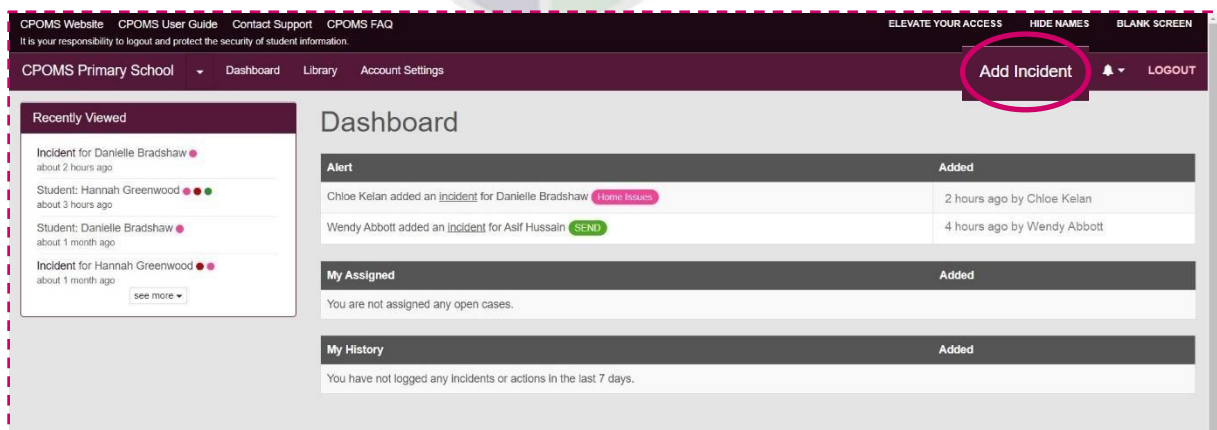
### © Alert Staff Members

Select to alert the DSL group by choosing the relevant alert group button available beneath the individual alert option. The DSL Team will then decide if any further members of staff need to be tagged to a CPOMS entry on a need basis.

Once all of the above has been done, you must select the **'Add Action'** button to submit. This will then send out email alerts to all of the selected staff members telling them that they need to log in to CPOMS to look at a newly added action.

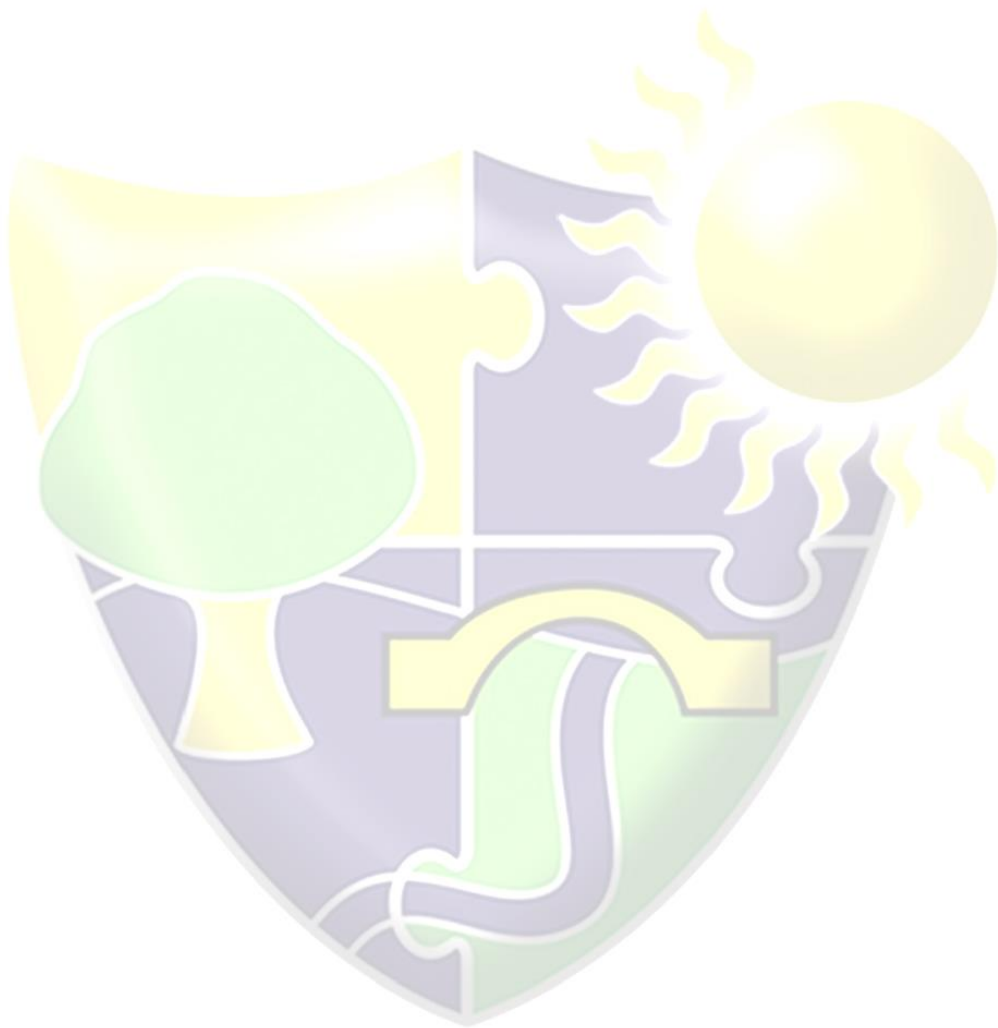
## 4 Adding an Incident

To add a new incident to the system click on the **'Add Incident'** button, available to the top right of your dashboard.



The screenshot shows the CPOMS dashboard for CPOMS Primary School. The top navigation bar includes links for CPOMS Website, CPOMS User Guide, Contact Support, and CPOMS FAQ. The main dashboard area is divided into several sections: 'Recently Viewed' on the left, and 'Alert', 'My Assigned', and 'My History' on the right. The 'Alert' section shows a list of incidents with details like the student's name, the incident type, and the time it was added. The 'My Assigned' and 'My History' sections show that the user is not currently assigned any incidents or has not logged any in the last 7 days. The 'Add Incident' button is highlighted with a red circle in the top right corner of the dashboard.

You will then be taken to the 'Add Incident' form, where you can fill in all of the details about the incident.



## Add Incident Form (Non-Key Holder)

The screenshot shows the 'Add Incident Form' in the CPOMS system. The interface includes a top navigation bar with links like 'CPOMS Website', 'CPOMS User Guide', and 'CPOMS FAQ'. The main form area is divided into several sections: 'Student' (a search box), 'Incident' (a large text area), 'Categories' (a list of checkboxes for incident types), 'Linked student(s)' (a search box), 'Maps' (a diagram of a school layout), 'Date/Time' (date and time pickers), 'Status' (a dropdown menu), 'Assign to' (a search box), 'Files' (an upload area), 'Alert Staff Members' (a search box and a list of roles), and 'Agency Involved' (a search box). A 'Submit Incident' button is located at the bottom of the form. The footer contains the copyright information: 'CPOMS © 2021, CPOMS Systems Limited, v5.18.0'.

### © Student

Begin to type in part of the name of the student that you would like to add an incident about. This will begin to filter through all of the student names held within the system. Once their name appears for selection, please click on it. *If you select the wrong name click on the 'x' delete button to choose an alternative student.*

### © Incident

Fill in the 'Incident' text box with all of the details about the incident which you are adding. This is a free text box so you can add as much or as little as needed. Be careful to be **accurate** and **specific**.



*When inputting any linked student names into the incident text box, please ensure that you spell their name **identically** to how it is spelt within your MIS. This ensures that if the school needs to use the 'Hide Names' feature when reporting in the future, their name will be detected and blanked out.*

If a student mentioned in the incident text will **not** be linked into the incident their name will not automatically be picked up by the 'Hide Names' feature should the school need to use it.

If recommended by your LA/Safeguarding Advisor **or** if you have a 'People Involved' custom field setup, you may use their initials instead or terms such as mum/ dad/ brother/ sister within the incident text.

### © Categories

Once you have filled in all of the details about the incident, you need to select at least one category to assign it to. If there is an overlap, you may select more than one.

### © Linked student(s)

You can then choose to link in other students if more than one is involved in a particular incident. This will copy the incident to all pupils selected. You can also click to monitor the linked student under the same category(s) if necessary and choose whether to share any documents you attach to the incident to their profile(s) as well.

### © Maps

The 'Maps' feature allows you to apply numbered markers to a map image to support your incident text. This will default to our 'Body Map'.

### © Date/Time

Following this you can select a date and time. These will both default to the current date and time, however if you wish to change it to when the incident actually occurred you can do so here.

### © Status

You may set the 'Status' of the incident to 'Active' or 'Closed'.

### © Assign to

- You may also assign an incident to a specific staff member e.g. from the drop down box select the appropriate member/s of the safeguarding team- You do not need to use this function as all incidents will be alerted to the DSL Group in the first instance.

### © Files

If you would like to attach a file/ document to support the incident e.g. a social services letter, previous school case notes, or meeting minutes etc. you can do so at this point. Simply click to browse and find the relevant document on your machine and add or drag a file from one of your folders into the area to upload.



### © Alert Staff Members

Next, you can choose which members of staff you wish to alert. Begin typing a name and CPOMS will filter through all CPOMS registered staff members for you to select from. Alternatively you can select to alert an entire alert group by choosing the relevant alert group button(s) available beneath the individual alert option.

### © Agency Involved

You can also add any agency names to the incident to make others aware of which agencies are involved with this incident/ pupil.

Once all of the above has been done, you must select the **'Add Incident'** button to submit. This will then send out email alerts to all of the selected staff members telling them that they need to log in to CPOMS to look at a newly added incident.

## 5 Extra Features

A few final features on CPOMS are the **Hide Names** and the **Blank Screen** mode, as well as the **Contact Support** function. You will find these at the top left and right of each page throughout the system.

### 5.1 Hide Names

The **Hide Names** mode, available in the top right-hand corner of your screen, will star out the names of all students within the system. This follows suit throughout every page until you turn it off by re-clicking the button, which would now be called Show Names.

### 5.2 Blank Screen

The **Blank Screen** mode, available in the top right-hand corner of your screen, will quickly provide you with a cover to hide your screen; for example, if you are perhaps interrupted by someone who you do not want to see your screen when adding a new incident, without having to lose where you are in the system.

The blank screen mode will automatically activate after fifteen minutes of inactivity.



*N.B We do always recommend that you log out completely if you are leaving your computer for any time.*

- **What happens next? -**

- Sometimes an incident will need an action by the person who receives the notification, or they may direct another person to. They will add the action onto your report. You will only see this action if you are tagged in it.
- If there is an action for you, you will receive a message to alert you, or the leader will tell you.
- If you do not see an action, it does not mean that one has not taken place. Where appropriate you will be tagged in any action (undertaken by someone else) to your report.
- If you ever have any query about a concern/incident or an action, always ask a member of the Safeguarding team.

**Categories:**

**At the Meadows we are using the following Categories**

✓ **Admission**

✓ **Attendance**

**Subcategories:**  *Holiday in Term Time*,  *Internal Monitoring*,  *Legal Action*,  *Punctuality*,  *Reduced Timetable*,  *Student Absence Communication*.

✓ **Behaviour**

**Subcategories:**  *Against Peers*,  *Against Staff*,  *Behaviour in School*,  *Behaviour out of School*,  *Suspension*,  *Permanent Exclusion*,  *Removal from Class*,  *Positive Behaviour*,  *Prohibited Items (e.g. knives, tobacco, etc.)*,  *Sleuth Data*

✓ **Cause for Concern**

**Subcategories:**  *Emotional Related*,  *Manual Handling Concern*,  *Neglect Related*,  *Physical Related*,  *Presentation/Hygiene*,  *Sexual Related*.

✓ **Child on Child**

**Subcategories:**  *Bullying*,  *Online*,  *Physical*,  *Prejudice-based/Discriminatory*,  *Racial/Racist*,  *Sexual*,  *Verbal*

✓ **Child Protection**

**Subcategories:**  *Care Plan*,  *Care Team Meeting*,  *CIN Meeting*,  *CIN Plan*,  *Core Group Meeting*,  *CP Conference*,  *CP Plan*,  *LAC*,  *LAC Review/CIC Meeting*,  *PEP Meeting*,  *Strategy Discussion Meeting*.

✓ **Contact with External Agency**

**Subcategories:**  *Email*,  *Face to Face Conversation*,  *Face to Face Meeting*,  *Telephone Call*,  *Text Message*,  *Virtual Meeting*

✓ **Contact with Parents**

**Subcategories:**  Email,  Face to Face Conversation,  Face to Face Meeting,  Home Visit,  Telephone Call,  Text Message,  Virtual Meeting

✓ **Friendship Related Issues**

✓ **Home Issues**

**Subcategories:**  Bereavement,  Financial Hardship,  Parent Separation,  Parental Substance Misuse,  Parenting Issues

✓ **Medical**

**Subcategories:**  Allergies,  Ambulance Phoned,  Asthma,  Communication with CCNs,  Epi-pen,  First Aid,  Medication Concern,  Medicine Administered,  Mobility and Physio Concern,  Phone Call Home

✓ **Mental Health and Wellbeing**

**Subcategories:**  Anxiety,  Depression,  eating disorder,  Self Harm,  Substance Abuse,  Suicidal Thoughts

✓ **Near Miss**

✓ **RSHE**

✓ **Safeguarding Concern**

**Subcategories:**  CAF,  CSE,  Domestic Violence,  FGM,  Grooming,  MASH Referral,  Radicalisation/Extremism,  TAF

✓ **SEND**

1:1 Support,  EHCP,  Observation,  School Support

✓ **Sexual Harassment**

**Subcategories:**  Language,  Sexting,  Sexualised Behaviour,  Upskirting

✓ **Transition**

✓ **Transport**

✓ **URGENT**