

HOW TO REPORT A CONCERN ON MyConcern.co.uk

Dear staff member,

Please note that Carfax College has signed up to use a web-based platform to raise concerns about our students as well as managing them in an appropriate way. MyConcern is a software that allows anyone responsible for the protection of children, young people, and adults at risk to easily manage and record all safeguarding and wellbeing concerns.

Web address: <https://www.myconcern.co.uk/>

Please note: Every time you create a log an email will be sent to the Safeguarding leads in the school which will follow up according to internal rules.

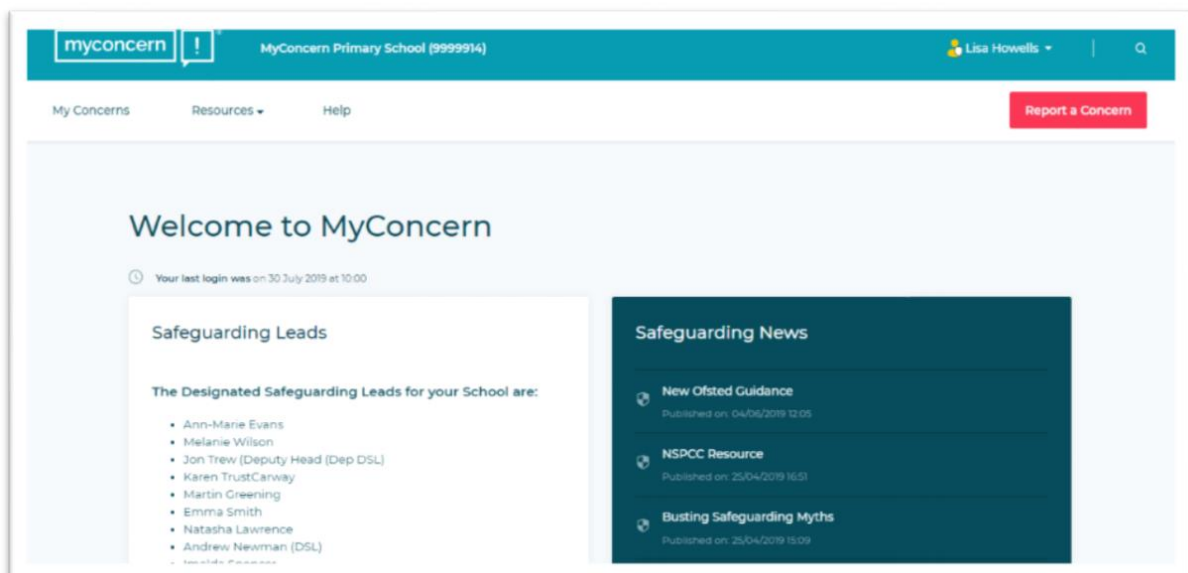
Logging on for the First Time

All first-time Users of MyConcern will receive an email invitation with a hyperlink to the system. The Username will be the work email address used by that individual member of staff as set up by the establishment's Administrator. Please check your Carfax email address and get in touch with k.cicmanova@carfax-oxford.com if you haven't received an invitation to create an account.

How to create a log:

1. Reporting a Concern

Once you log onto the system what you will see is the home page. From here you should be able to report or update a concern. This is how the home screen looks like:



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By selecting 'Report a Concern' the following screen appears:

The screenshot shows the 'Report a Concern' form on the MyConcern.co.uk website. The form is titled 'Report a Concern' and is located on a page with a teal header. The header contains the MyConcern logo, the user's name 'myconcern Primary School (2009914)', and a 'Log Out' button. The form itself is white and contains the following fields:

- Name(s) of Pupil(s):** A search field with a magnifying glass icon. Below it is a note: "Please add the Pupil(s) who are the subject of the concern and add any other Pupil(s) you want associated to it."
- Concern Summary:** A text field with a 250-character limit. The example text is "E.g. injury - teenager arrived at school this morning with a badly bruised right eye".
- Concern Date/Time:** A text field with a date and time picker.

1.1 Name of pupil

You can either enter the full name of the individual into the text field or search for individuals based on the forename or the surname. The system will start generating search results when there are at least three characters in the text field.

1.2 Concern Summary

The Concern Summary is a one-line sentence outlining the core detail of the concern in a maximum of 250 characters. The purpose is to make it easier to identify concerns as this will appear on the concerns dashboard once submitted alongside other reported concerns.

1.3 Date/Time

You can select the time and date that the incident first came to your notice from the pop-up calendar. The calendar will allow you to record historical concerns if necessary.

1.4 Details of concern

As much relevant information as possible should be included in the report, including the time and date of the incident and the actual words used by the individual.

There is no limit to the number of words that can be typed into this field and you are able to create paragraphs within the text box if necessary. Placing the cursor over the bottom right corner and dragging the mouse can expand the screen view for the text box.

1.5 Action Taken

If you have already taken or plan to take any action to deal with the concern, that information can be recorded in the box provided. This will help the Safeguarding Lead to understand what you have done in response to the incident.

There is no limit to the text and by placing the cursor over the bottom right corner and dragging the mouse the screen view can be expanded.

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2. Submitting a Concern

Once you completed the concern report you can simply click on the “Submit Concern” button to finalise the submission.

This contains the ‘Concern Reference Number’, which will appear on the left-hand side of any concern dashboard and is generated by the number of concerns in the establishment, i.e. if the number is 14, then it is the 14th concern reported. There will also be a hyperlink that enables you to view this and any other concerns that you have previously recorded.