Case Study: MyConcern

Safeguarding in Education

Hilbre High School

Based in the Wirral, Hilbre is a hard-working, lively academy where they believe that learning is an enjoyable and rewarding experience for all their students. They pride themselves in recognising the varied and individual needs of their students and the broad, balanced education they provide, both in and outside the classroom, ensures their students can leave school with the skills, knowledge and understanding necessary to contribute confidently to today’s ever changing world.

When it came to recording safeguarding issues, Hilbre had been used to using a paper-based method, “which worked to an extent but we found it to be a very time-consuming process. The manual system had other potential pitfalls including difficulty locating paperwork, information could be lost and therefore there were concerns over keeping track and following up issues effectively.”

Deputy Headteacher and Designated Safeguarding Lead (DSL), Dave White, began to look at alternative recording methods, and discovered MyConcern. The school organised a presentation from One Team Logic. The Senior Leadership Team were “very impressed with the product, we realised we could not develop anything as sophisticated and comprehensive in-house. MyConcern is like a Rolls Royce compared to a Morris Minor!”

“At the same time, the Link2ICT Account Manager came on board, promoting MyConcern and looking at the good practice that was taking place at Hilbre High. He could see we were using it in a unique way to its best capacity, and the process was embedded across the school”.

“MyConcern is an online solution but integrates with the school MIS. This process went extremely smoothly and required minimal manual intervention. The whole system was up and running in no time.”
“Myself and the other DSLs had a really effective, bespoke training session. MyConcern is very intuitive and simple to use. We were also offered telephone and online support, so if we had any issues, we had a route to find a resolution very quickly.”

“Because concerns can be raised by any member of staff, we needed to roll out the training across the school. One Team Logic provided a handy information sheet that covered the steps involved in recording a new concern or to update an existing one. As a DSL, one of the great features of MyConcern is how the system sends an automatic notification to let me and the other DSLs know when a concern has been raised or amended. It makes the job of tracking a concern so much easier!”

“The impact on our safeguarding practices has been tremendous, MyConcern is now embedded in all safeguarding policies and staff practice. We’ve even been sharing our experience with other schools, coming to Hilbre to see how the system works. We have become a beacon school for safeguarding.”

“I feel the school is a safer place, we are able to react quickly to new issues, and it enables a much more proactive approach to safeguarding in general. MyConcern provides a safety net and staff feel supported both in and out of school as the system is accessible at any time. Concerns can be recorded instantly on the go using your mobile phone and other devices, so there’s no waiting around to access a paper recording system. This gives us the confidence that the information recorded is fresh and accurate, there’s no delay in the recording process. Therefore, we have saved so much time, both for myself and all staff involved. Acting promptly is key as the Government requires a speedy response/resolution to concerns, so we feel confident we are meeting this requirement with MyConcern.”

Dave is emphatic about the difference the new system has made at his school, “Safeguarding is much more effective at Hilbre High School since we have been using MyConcern. We believe we are exceeding requirements in this field and therefore being an excellent practitioner of safeguarding.”

To find out how Link2ICT can support your school in keeping pupils safe in education, please contact your Link2ICT Account Manager.

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