



**ST. ALBAN'S**  
Catholic Primary School

## **St. Alban's Catholic Primary School**

# **Protocol for dealing with Graded Captures**

**Updated: September 2025**

Step-by-Step Protocol for Staff

## 1. Receive and Review the Alert

- Grade 3 captures are sent directly to the DSL team via the Securus dashboard.
  - The DSL must review the screenshot and context carefully, noting:
    - The student's identity
    - Time and device
    - Trigger words or phrases
    - Immediate risk indicators
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## 2. Do Not Confront the Child Immediately

- Avoid public questioning or confrontation in front of peers.
  - Ensure privacy and discretion at all times.
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## 3. Safeguarding Triage

- DSL (or deputy) assesses the level of immediate risk:
  - Is the child in immediate danger?
  - Does the content suggest urgent mental health, emotional or physical safety concerns?

If at immediate risk:

- Follow the school's safeguarding procedures immediately.
  - Inform the Headteacher.
  - Consider contacting parents and/or external agencies (e.g., CAMHS, MASH, police) as appropriate.
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## 4. Speak to the Child Sensitively

- Two members of staff (ideally DSL and class teacher or SENDCo) should speak with the child in a quiet, safe, and non-judgemental environment.
  - Use open, supportive language:
    - "I just wanted to check how you're feeling today."
    - "We've seen something that suggests you might be feeling upset or worried."
  - Avoid making assumptions or asking leading questions.
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## 5. Record the Incident

- Complete a detailed record on the school's safeguarding system (e.g. CPOMS).
  - Attach the Securus capture and note actions taken and any follow-up required.
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## 6. Inform Parents/Carers

- Decide, with the DSL team and Headteacher, whether and how to contact the child's parent/carer.
  - Approach with sensitivity and clarity, sharing:
    - Nature of the concern
    - What support has been offered
    - What actions will follow
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## 7. Provide Ongoing Support

- Depending on the nature of the incident:
    - Arrange check-ins with the child
    - Offer pastoral, SEND or mental health support
    - Monitor ongoing behaviour and wellbeing
    - Create a support plan if needed
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## 8. Follow-Up and Monitor

- Review the child's online activity discreetly over the following weeks.
  - DSL to log ongoing actions, referrals, or risk assessments as necessary.
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## 9. Reminders for Staff

- Treat all children with compassion and confidentiality
- Do not share details with other pupils or unconnected staff
- Always escalate serious or repeated captures to DSL
- Maintain accurate and objective record

