

MYCONCERN®

Recording and Case Management

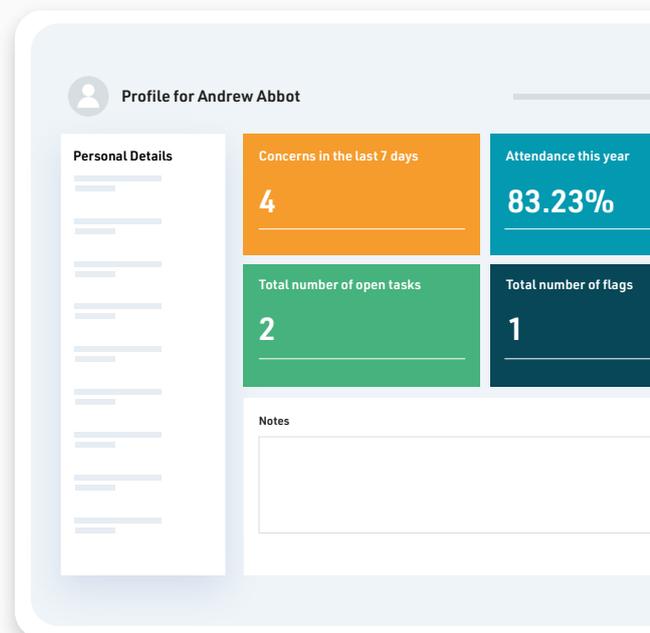
Effective recording and case management of concerns are central to good safeguarding practice.

It is essential that members of staff, volunteers, senior leaders, trustees and/or board members all understand how to record their concerns, and that those responsible for case management have all the right tools at their fingertips. Without the right data, effective action is problematic, comprehensive reporting near impossible and performance measurement along with continual improvement, unattainable.

It is not only the information about the concern that needs to be recorded, but also any other activity carried out by you and your staff; your decision-making process, the meetings (whether face-to-face or online) and telephone calls you may have had.

MyConcern is our Queen's Award-winning secure digital platform that enables staff or other members of your organisation (such as volunteers) to record their safeguarding concerns quickly and easily.

Recording safeguarding concerns in a carefully structured and consistent way supports highly effective case management and data analysis. It also allows you to share important information with external partners when appropriate and to respond positively to scrutiny and inspections.



How can MyConcern Help?



Easy to Use

MyConcern is intuitive and easy to navigate. Staff can easily record and manage safeguarding concerns as they arise, on any web-enabled device.



Identify Emerging Risks

MyConcern allows those responsible for safeguarding to gain a much more comprehensive understanding of the concerns affecting young people in their care.



Safe and Secure

MyConcern is hosted in secure and resilient UK-based data centres (Microsoft Azure).



Data Protection Compliant

We are ISO 27001 Information Security Management certified, Cyber Essentials Plus accredited and registered with the UK Information Commissioner.



Recording Concerns is simple and easy to do

It's easy to record and manage safeguarding concerns on any web-enabled device; mobile, tablet, laptop, workstation. It saves significant admin time and provides peace of mind that the safeguarding lead has been notified. Our MyConcern Mobile Companion App makes it quick and easy to securely record critical information about concerns as and when they occur.



Profiles Dashboard

Every time a concern is raised within MyConcern the safeguarding lead links the report to the victims(s), any alleged perpetrators, any witnesses and the person reporting the concern. The Profiles Dashboard provides a complete overview of every person within the system, the history of concerns raised, any 'flags' that have been added, referrals made to other agencies and the individual's current 'Level of Need'.



Safeguarding Lead Dashboard

MyConcern allows those responsible for safeguarding to gain a more comprehensive understanding of victims and alleged perpetrators. This means that they can proactively identify risks and trends before they escalate into more serious issues, empowering them to act quickly to prevent harm to children and young people.



Identifying emerging risks and trends

The system puts the victim at the centre of all of these decisions and compiles a fully automated chronology and audit trail, ensuring that all relevant data is fully and accurately recorded. This means that you can proactively identify risks and trends before they escalate into more serious issues. You become empowered to act quickly to prevent harm to children and young people.



Prioritise Concerns and Take Action

MyConcern allows your organisation to create a team around the vulnerable child, young person or adult at risk. Safeguarding Leads can manage and prioritise ongoing concerns, as well as delegate tasks to other team members. By creating a team around the individual, your organisation has a higher-level view and deeper understanding of the issues they face.



Build a Rich Picture

All dashboards can be created to fit your organisation's structure and reports are created about the whole organisation and sub-groups as well as individual victims and perpetrators. These are saved for re-use in a central library, can be selected based on categories of concern and the most useful ones saved on your data dashboard. De-personalised reports can be downloaded for sharing more widely.



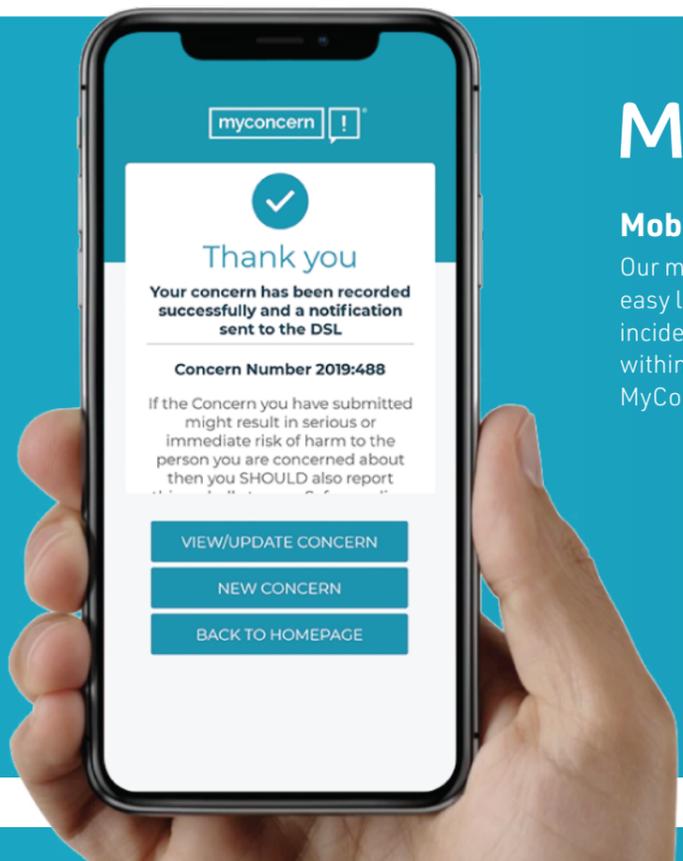
Safeguarding Across Multiple Establishments

Safeguarding concerns are rarely limited to a single place or issue - they often occur in multiple locations and involve several people and issues. Building a rich picture using a wide base of data and from a multi-establishment perspective can provide much greater insight. Data from multiple instances of MyConcern can be shared automatically.



Work with others

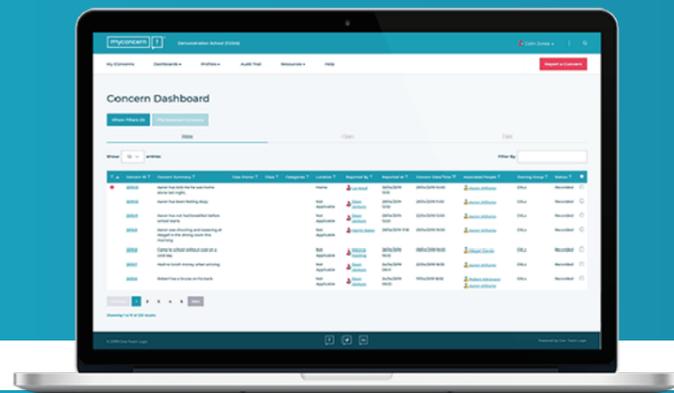
MyConcern enables "working together" with colleagues and external agencies such as social care and police, allowing the safeguarding lead to share relevant information securely. If appropriate, MyConcern also provides a platform to securely transfer safeguarding records to other organisations and trusted external partners - even those who do not have MyConcern installed.



MYCONCERN®

Mobile companion app

Our mobile companion app (iOS and Android) uses a secure and easy login with PIN access for recording critical information about incidents as they occur. You receive and view your notifications within the app which seamlessly links with your user account in MyConcern.



Our commitment to Security and Compliance

We employ a full-time security team led at Board level by our Chief Technology Officer.

We have achieved independent accreditation under ISO 27001, the latest version of this internationally recognised information security standard and under the Cyber Essentials 'Plus' scheme, the UK Government's standard for information security. (The 'Plus' is important because it means that we are inspected annually by an independent external auditor. The basic Cyber Essentials certification is purely a self-assessment exercise).

We use industry leading tools and techniques and commission regular penetration testing by independent external experts to protect and test our network and system security. All our staff are DBS checked and receive regular data protection and information security training.

We are registered with the UK Information Commissioner's Office (ICO) as a Data Processor, as defined within the Data Protection Act 2018.



Who benefits?

Children, young people, adults at risk and their families - MyConcern ensures that their care and wellbeing is safeguarded so they can reach their full potential. The system enables concerns to be identified at an early stage enables and recorded in a safe and secure way.

Coaches, staff, volunteers and support workers - all those working directly with children and young people gain peace of mind, knowing they can quickly and easily record any concerns they may have. MyConcern will alert the lead safeguarding officer so that the concern can be triaged and appropriate support can be provided.

Safeguarding Leads - The information provided by 'front line' workers helps those responsible for safeguarding to see the 'big picture'. Those with responsibility for safeguarding can save significant time with automated digital chronologies and powerful reporting tools that support the identification of trends and opportunities for early help. Secure information sharing is also possible enabling trusted organisations to work together for the benefit of the individual.

Board Members, Governors and Trustees - Those responsible for safeguarding at the highest level can gain oversight of the safeguarding picture within their organisation. Anonymised reports can be used to identify where training or additional resources are needed and can demonstrate the positive impact of their safeguarding or support arrangements.



“MyConcern is absolutely great! It has given us valuable insight which now informs our training plans.”

Simon Stephens, Programmes Director

**To book a demonstration, please visit:
thesafeguardingcompany.com/demo**

Total Safeguarding

MyConcern is a core element of our wider suite of safeguarding software solutions - Sentry® for safer recruitment, Clarity® for multi-establishment safeguarding and Confide® for recording concerns about staff, while Mentor® is the gateway to our CPD-certified safeguarding training courses and other services.

This combination of the very best safeguarding practice and technology, backed up by world class customer service is what helps our customers to achieve 'Total Safeguarding'.

