



Protocol for use of Walkie Talkies

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1. Overview

Bardwell School recognises that the use of 'Walkie Talkies'/Two Way Radios within school is an essential part of daily school life. Bardwell School recognises the importance of using 'Walkie Talkies' as a method of communication within school to ensure that children and staff are kept safe at all times.

How 'Walkie Talkies' are used to communicate critical information is an important part of keeping children safe. This guidance sets out what is expected regarding the use of 'Walkie Talkies' supplied by the school or Trust.

Most of the time, 'Walkie Talkies' are used by staff within school to request assistance, respond to on-call situations and to communicate during evacuation or lockdown incidents. There may be occasions whereby assistance is required for a staff member or student relating to a critical or medical incident within the school. It is important that the correct information is communicated safely and securely over the radio as soon as possible.

This protocol aims to set out the best practice and expectations for staff when using a 'Walkie Talkie'.

2. Data Protection and Security

It is a requirement for all Schools and Public Authorities to adhere to the GDPR and Data Protection legislation, set out in the Data Protection Law (1998) and the General Data Protection Regulation (2018). This procedure adheres to the guidelines and principles set out by the Information Commissioners Office (ICO) and The General Data Protection Regulation (2018) and Data Protection (1998) legislations. Bardwell School recognises that when communicating information via a 'Walkie Talkie', users are communicating over a radio network. Therefore, others in the vicinity using the same network may also be able to hear the conversations (e.g. taxi drivers or emergency responders).

In order to comply with the data protection principles, Bardwell School must ensure that personal data access is limited and restricted, where possible, to prevent a breach.

Bardwell School aims to limit and control, as much as reasonably possible, access to personal data.

3. Risks and Consequences

Bardwell School aims to limit risk and consequences as far as reasonably possible by ensuring that staff are aware of best practice and expectations when using a 'Walkie Talkie'. Any unauthorised access to information may result in a safeguarding issue or potential Data Protection breach.

4. Breaches

For all breaches regarding 'Walkie Talkies' the staff member involved must immediately contact the Senior Leadership Team to inform them of all of the details relating to the incident. SLT must then contact the Data Protection Officer to make them aware of the breach and dependant on the level or type of breach, this may be reported to the necessary supervisory bodies. All breaches will be recorded and followed up with necessary actions.

5. Best Practice

Bardwell School ensures that all staff who use 'Walkie Talkies' (on a regular or infrequent basis) have read this 'Walkie Talkie Protocol'. As part of staff training, the school ensures that staff must do the following when using a 'Walkie Talkie' for their role:

- Never disclose personal information about staff or students (i.e. full names, DOB's or addresses)
- Never discuss sensitive issues that could be overheard by others (i.e. sensitive medical incidents)
- Use the designated school codes/scripts for communicating for alerting other staff to issues on site (see section 8)
- Not use abusive or inappropriate language
- Only use the 'Walkie Talkie' for urgent or emergency communication (e.g. to request for extra support in class to deal with an emerging situation)
- Be responsible for their own/class based 'Walkie Talkie'
- Not take 'Walkie Talkies' home, share with others or use the devices for non-work-related purposes

'Walkie Talkies' that are lost, damaged or stolen should be reported immediately to the school's Data Protection Officer and the Senior Leadership Team. Schools are responsible for monitoring 'Walkie Talkie' best practice and will periodically monitor this to ensure correct protocol is followed.

6. Responding to a Critical or Medical Incident

In the event of a critical incident on site or a medical incident that requires additional support, staff must ensure that they do the following when communicating information over the 'Walkie Talkie':

- Use an abbreviation for names of the person/persons involved (i.e. John Smith would be JS) or use first names only
- Be specific, clear and concise about the details surrounding the incident (i.e. location of whereby the incident occurred)
- Ensure that any risks or obstructions are made clear to those who may come and support (i.e. tree blocking entrance to reception area)
- Be specific about the level of support and equipment required to respond to the incident (i.e. bring a first aid kit)
- Be specific about any additional actions to support the incident (i.e. call for an ambulance)

Once all of the details and actions are communicated over the 'Walkie Talkie' staff will need to monitor the channel for any other information that may become available to support the incident.

Staff are expected to follow best practise at all times when using the 'Walkie Talkie', including when managing a critical or medical incident.

7. Radio Channels Used

Please use the following channels for communication in school:

- Whole School and Branch Out - channel 11

8. Designated School Codes/Scripts for Communication

If staff require support in class, the following message should be relayed:

'Class 'X' (*name class e.g. 10*) support required'

If staff require support to a specific area of the school, the following message should be relayed:

'Support required to 'X' (*name location e.g. lower school playground*)'

At the start and the end of the day, when seeing students off and on transport the 'Walkie Talkie's' will be used to communicate between key staff members in order to keep students safe, call students from class 1 and help co-ordinate the transport. At this time, communication should be kept professional, specific, and informative. It may be necessary to state the first names of students at this time if this is deemed necessary and is clearer than using initials.

'Walkie Talkies' will be used in conjunction with the 'Missing Student Procedure'.

If staff need to initiate this procedure, they will relay the message:

'Class 'X' (*name class e.g. 10*) and the location if it not the classroom and Stage 1 in progress. Upon hearing this message, administrative staff and senior leaders will begin preparing next steps of the process.

Class leads will then respond with Stage 1 complete or Stage 2 required. Further information on next steps are detailed in the 'Missing Student Procedure'.