



Frequently Asked Questions

This document has two elements of Frequently Asked Questions, those that will be of most interest to a **Local Authority** and those that will be of most interest to a **School** with Looked After Children. (Where a question might be raised by both that question has been added to both lists)

Frequently Asked Questions – Relevant to a Local Authority Virtual School

Q: How does Looked After Call ensure Data Protection rules are adhered to?

Contact Group have been registered with data commissioner for 15 years with no reported breaches in that time, our registration number is Z7911829.

Q: How is data collected?

Via Automatic Collection Software installed on the School's Server or manual telephone call to school to collect attendance/assessment.

Q: What Data is collected from schools?

Automatic Collection is **read only** for specific children looked after with robust matching of student ID's before data collected. Only relevant data is collected.

Q: Where does the collected data go to?

All data, whether collected automatically or manually, is held in the Looked After Call database for the specific Local Authority Virtual School.

Q: How secure is the data in transit?

All information is fully encrypted between the school server and the Looked After Call system.

Q: How secure is the data within the system?

Data within Looked After Call is encrypted using 256-bit secure socket layer technology and HTTPS protocols which provide authentication of the web site and associated web server. The same security protocols apply when Local Authority end users access via the Looked After Call web application.

Q: How Secure is the Looked After Call Website?

The website is very secure using the latest security techniques and regular independent Penetration testing. The Looked After Call Server, firewalls and other infrastructure is hardened against intrusion attempts. Individual user access is always set to least privilege.

The Looked After Call databases are protected when at rest with strong encryption

Q: Who has access to the data?

Only nominated users (from the virtual school and from Contact Group) can access the Looked After Call system. Access is strictly controlled by User ID and password. A full audit trail of user access, including failed login attempts, is held.

Q: Where is the Data stored?

All Looked After Call data is stored on Contact Group's own in house servers, located in our secure server room based at the company HQ in Birmingham

Q: How is Looked After Call implemented?

Contact Group manages the whole process of data upload using information about the student population from data provided by the authority. From this data we can determine which schools or education establishments are educating the looked after children and produce personalised introductory letters, sent to the head teacher on behalf of the authority, explaining that Looked After Call has been commissioned by the Local Authority.

Looked After Call's unique hybrid system means each Local Authority has full control of when they want to commence live collection. We will begin calling schools, which have yet to install the automatic collection software, to gather attendance until such time as the software is installed.

Q: What about Safeguarding?

Contact Group takes safeguarding, data protection and data sharing extremely seriously, with specific policy documents in place to cover these aspects.

All staff recruited by Contact Group are subject to an Enhanced DBS check at the time of appointment. A rolling 3-year program is in place to ensure DBS checks are current and accurate. All references are followed up prior to employment.

All calls to schools and authorities are made from within the calling team office which is secure within the Contact Group office.

When calling, the calling team always identify themselves as working for Contact Group and on behalf of which Local Authority. The calling team are instructed to never discuss named pupils in an open office environment.

All inbound and outbound calls are recorded in order to deal with any queries regarding communication. There is a full audit trail within the Looked After Call software system to show access and amendments to the system. It details the user ID, time of access, or attempted access and the before and after image of the change made.

Contact Group insist that once any printed material is finished with, calling lists etc. the document will be shredded.

Entrance to Contact Group's office is monitored by security at the main entrance and restricted by the means of swipe cards for all doors. Visitors are always accompanied.

Access to the Looked After Call data base to add and amend marks is restricted by User ID and password and further restricted to known IP addresses.

All Looked After Call data is subject to secure housekeeping practices.

When calling schools for attendance or attainment data calling staff use a standard calling script, this ensures that standard protocols, i.e. staff identifying themselves, the company and the authority they are calling on behalf of are always adhered to.

When calling schools for attendance or attainment data the calling team member will always ask for a named contact at the school, held in the Looked After Call system. If the named contact is not available or if a person unfamiliar with the process answers they are given the option to verify the call being made prior to providing any sensitive information.

If required by the schools being called, passwords can be used to verify that the calling team member is who they say they are. These passwords can be set either by the school or the Local Authority.

If required, a school can request to verify the calling team members' identity by calling back to the office prior to providing the required information.

Contact Group have a Whistleblowing policy which all staff are aware of as part of staff training.

If required, the school can verify the validity of the calling teams request for data by contacting the Local Authority. This can be done by email to the Local Authority and copied back to the calling teams and to the school.

All child school moves (in and out of care) will be handled in line with these Data Safeguarding Requirements.

Q: What is Looked After Call?

Looked After Call is a system that allows the virtual school at the Local Authority to see the attendance of its children looked after as if they were placed in a single school rather than distributed as in reality.

Q: What is the Automatic Collection Software (Data Extractor)

A software tool, purchased by the Local Authority that enables scheduled, automated collection of data for its Looked After Children from schools' MIS systems.

Q: Do schools have to integrate with Looked After Call?

Schools don't have use the Automatic Collection software (Data Extractor) but if they choose not to the attendance and attainment data still needs to be collected. Therefore, they will be contacted on a daily basis by Contact Group to provide the required data. This can add to the cost of operating the system but can also requires effort on behalf of the school to provide the information.

Q: Why do schools need to integrate with Looked After Call?

The Local Authority Virtual School has a statutory obligation under The Children's Act 1989 to monitor and support the education and attendance of all their looked after children irrespective of where they are placed or educated. The school are required to provide this information to the virtual school and using the automatic collection software (Data Extractor) is the most logical, least invasive and most cost effective way of fulfilling that requirement

Q: Will this software interfere with our schools' data?

No; the Automatic Collection software, installed on the school's MIS server is read only and cannot interfere with any data held on the MIS

Q: How does it benefit our school?

By using the Automatic Collection Software (Data Extractor) there will be no need to fill in forms, answer daily phone calls and collect and pass on information manually (and in some cases unsecured) about the looked after child. Most importantly, better and quicker data transfer to the Care Authority will mean that their resources can be better targeted towards helping the most important people in this process the looked after child.

Q: What does it cost?

There is no cost to the individual school. The Automatic Collection Software (Data Extractor) is part of the cost of the overall system paid for by the Local Authority virtual school. Overall installing and using the Automatic Collection Software (Data Extractor) will save time and therefore cost for the school

Q: Does it need additional hardware?

The Automatic Collection Software (Data Extractor) will be installed on the same server as the schools' existing MIS and therefore no additional or dedicated hardware or equipment is required. With some Management Information Systems such as Integris G2 and E1 no software needs to be installed locally.

Q: What about Data Protection?

The school is the data controller relating to information passed to the parental Local Authority. Under the Data Protection Act, this means that the school must satisfy the requirement that the organisation, who they are sharing the data with, are also adhering to The Act. This requirement applies **whether the data is passed verbally, in an email or via Looked After Call's Automatic Collection Software (Data Extractor)**. If the school is already sharing this data with the local authority verbally (via telephone) or via another method, it means they must already be satisfied with the Authority's compliance. Looked After Call improves on this with its enhanced security, a full audit trail on data shared in the school's MIS log files, and full audit trails and log files showing access to the data at the Local Authority.

Q: Is it secure?

All authentication traffic and transactions relating to Automatic Data Collection and Looked After Call are encrypted using HTTPS protocol which provides authentication of the web site and associated web server that one is communicating with, which protects against man-in-the-middle attacks. Additionally, it provides bidirectional encryption of communications between a client and server, which protects against eavesdropping and tampering with and or forging the contents of the communication.

Added to this code signing is utilised so your schools and the Local Authority can be confident that Looked After Call and Data Extraction comes from Contact Group, and hasn't been altered or corrupted since it was created and signed.

Q: What data is collected?

Only data in relation to Looked after Children cared for by the Authority using Looked After Call in your school is collected. This will include data on the child, contact details, registration details, attendance, attainment, detention, behaviour, PEPs, SEN details, achievements, exclusions, exam and test results. This is information they are required to collect and present by law under The Children's Act 1989.

Q: How is Looked After Call kept up to date?

Looked After Call benefits from an Auto Update mechanism. Once installed, you can sit back and the data will be delivered to the Authority.

Q: Who are Contact Group?

The system has been purchased from and is developed by Contact Group, the award winning company behind Truancy Call and Call Parents. They have been specialising in working with School MIS systems for 15 years and are a Technical Partner of **Capita SIMs**. They are listed on their website: <https://www.capita-sims.co.uk/partner-us/types-of-partners> Contact group are also technical partners with all other major MIS providers such as **Advanced Learning (Serco), RM, Pearson and Bromcom**.

