

Safeguarding Policy

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This policy is due for review in Autumn 2017, although any deficiencies or weaknesses in child safeguarding arrangements identified before then will be remedied immediately.

Last reviewed and updated on 11/05/17 by Kate Fox, Principal/DoS (DSP)

Next review due on 11/11/17

1. Policy Overview

1.1 Context

Edwards Language School is a private language school in Ealing, London, which provides English language courses to adults and young learners. The school is owned by Sprachcaffe, an international language travel company based in Frankfurt, which has booking offices and language centres all over the world. Students can come to Edwards Language School as:

- An individual student
- A member of a group
- A member of the U20 programme, with or without a supervised leisure package

The U20 programme is for students aged 14-17 and runs mainly during the summer but also, on a smaller scale, during spring and autumn. The age range may change at different times of year.

Closed groups of students under the age of 18 come with their own Group Leaders, who are usually teachers from their schools. They may come at any time of the year and have accommodation and a leisure programme arranged by an outside agency or make their own arrangements. Edwards Language School offers accommodation in the form of homestays and shared apartments.

1.2 Policy Statement

Edwards Language School is committed to safeguarding the wellbeing of every student at our school, especially vulnerable adults and under 18s. We believe that all children everywhere and without exception have the right to protection from abuse, regardless of gender, ethnicity, disability, sexuality or belief, in accordance with article 19, UNCRC, 1989.

Edwards Language School recognises its duty of care to its students and meets its child protection responsibilities through safer recruitment, regular staff training, a clear code of conduct and child protection procedures and appropriate communication.

1.3 Purpose of this Document

The purpose of this document is to support a safe school environment and culture and to help build a trusting relationship between under 18s and adults. It aims to protect minors from abuse and to protect staff and other adults from suspicion of abuse. It aims to raise awareness of child protection issues and to ensure every adult involved with the school is aware of their responsibilities.

1.4 Availability and Formats

- On the Edwards Language School website
- Condensed version in welcome packs for staff, students, Homestay Hosts, Group Leaders and parents of under 18s
- On notice boards in the staffroom and offices of the school
- Condensed version read and signed by all staff, contractors, volunteers and Homestay Hosts members aged 18 and over
- Condensed version available in all classrooms/full version at Reception
- Available to any person upon request

1.5 Policy Review

This policy will be reviewed by the Designated Safeguarding Lead and signed off by the Principal, General Manager and General Manager UK on an annual basis to reflect up to date legislation, British Council requirements, best practice guidelines and feedback from staff and students.

1.6 Associated Policies and Documents

- Abusive Behaviour Policy
- Behaviour Policy
- Recruitment Policy
- Health and Safety Policy
- Risk Assessments
- Missing Student Action Plan
- Emergency Action Plan
- Teamer Training- Provided by Sprachcaffe
- Homestay Host Guidelines
- Teacher Handbook

1.7 Terminology

An explanation of the following terminology for the purpose of this document:

Adult - person 18 years old or over

Child - person under the age of 18 (regardless of the age of majority in their native country)

Child Abuse (WHO definition) - 'child abuse' or 'maltreatment' constitutes all forms of physical and or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power'

Child Protection - protecting under 18 year olds from directly harmful behaviour in the form of physical, emotional and sexual abuse and neglect

Duty of Care - a legal responsibility that adults who work with children as professionals or volunteers have a duty to look after them properly; children depend on adults for their safety and well-being

Safeguarding - providing appropriate care for people (especially under 18s) and protecting them from things that could be harmful to them and includes health and safety, child protection and pastoral care. Organisations in the UK have a legal obligation to provide this to under 18s as part of their duty of care

Welfare - physical and mental health and happiness of a person

DSL - Designated Safeguarding Lead

DSP - Designated Safeguarding Person

2. Welfare Provision

2.1 Information Provided

- The 'Travel Pack' booklet - U20 students are given these when they book their courses. The booklets contain information about what to expect from their stay including transfers, accommodation, classes, excursions, free time and contact details for the Teamers and Edwards Language School.
- Orientation Tour - On their first day at school Teamers take the U20 students for a walk around the local area, showing them useful places such as the Post Office, banks and shops and warning them about any areas to avoid. The Leisure Co-ordinator does the same with all other students who are not part of a private group.
- Junior Welcome Pack - On arrival at the school, under 18 year old students receive a Junior Welcome Pack which includes practical advice and information for their stay, the details of the Welfare Officer, 'Top 10 Safety Tips' and what to do in case of an accident or emergency.
- Homestay Host Guidelines - Homestay Hosts are sent a list of guidelines and advice to help them support young students in case of homesickness, to prepare them for handling cultural differences in a sensitive manner, and highlighting that students should be made to feel welcome and secure as being away from home may be difficult for them.

2.2 Staff Responsibilities

- Teamers - Responsible for supervising U20 students on excursions and events. Also responsible for their pastoral care. The Teamers have daily group meetings with their students, during which they check the students are well and find out if there are any problems.
- Teamer Co-ordinator - Responsible for the overall running of the U20 summer programme. The Teamer Co-ordinator will supervise and support the Teamers and ensure important safeguarding procedures are followed such as Activity Preparation Forms, Report Forms, Risk Assessments, Concerns and Reports. The Teamer Co-ordinator is always a highly experienced Teamer that is knowledgeable about the school and the systems for the summer. The Teamer Co-ordinator will work closely with the U20 and Groups Co-ordinator, ADOS and DOS.
- U20 and Groups Co-ordinator - Responsible for the general organisation of the Groups and U20 courses, having regular meetings with Group Leaders and Teamers, communicating any issues as they arise and emphasising the importance of safeguarding. The U20 and Groups Co-ordinator or Teamer Co-ordinator will talk to the students on the day they arrive about internet safety, fire safety, safeguarding issues such as bullying and cultural awareness.
- DSL - Overseeing the implementation of safeguarding through the school safeguarding policy, keeping certificates of training for all staff, and supporting and informing staff about issues and changes in regards to safeguarding. The DSL develops continued training methods and creates awareness throughout the school.
- DSP - Supporting the DSL with all matters regarding safeguarding and being a point of contact for staff and students who have any concerns or questions regarding safeguarding and child protection.
- Welfare Officer - Helping students with general enquiries, making doctor and dentist appointments and providing any letters that they might need.

- Group Leaders - Responsible for the welfare of their own students.
- Accommodation Officer - Responsible for Homestay queries involving safeguarding. The Accommodation Officer regularly updates Homestay Hosts with changes to our procedures and requirements. Checking the Homestays on initial viewing and keeping records on each family. Ensuring students under the age of 18 are placed with DBS-checked Homestay Hosts and making sure the condensed safeguarding policy is distributed to them all.
- Homestay Hosts - Responsible for the welfare of students while they are at the homestay accommodation, for ensuring the 10pm curfew is respected and for reporting students who are late home or missing (see section 2.8 about the missing student procedure).
- Booking Agents - Responsible (before students' arrival) for informing the Teamer Co-ordinator and the Accommodation Officer of any students that have physical disabilities, require help with personal care or require any other kind of extra support so that this can be arranged with teachers, Teamers and Homestay Hosts.

2.3 Telephone Use and Contact Details

- Before students arrive, they are given the emergency number for Edwards Language School and the Teamer Co-ordinator in their travel pack.
- On arrival at their Homestay, students exchange contact details with their Homestay Hosts.
- On airport arrival, students exchange mobile numbers with their Teamer.
- Students can receive phone calls from abroad at their Homestay accommodation and Homestay Hosts can help them to register and use international phone cards so they can contact their parents (as set out in Homestay Host guidelines).

2.4 Airport Arrivals, Departures and Transfers

Guidance for airport arrivals, departures and transfers is given to students in the travel pack document which they receive when they book their course.

- Documentation students are advised to bring for the UKBA are :
 - Passport
 - Letter of consent to travel, signed by parent or guardian
 - Visa letter if required
- Teamers meeting students at Heathrow hold Sprachcaffe signs and wear Sprachcaffe t-shirts. They wait for the students at the following designated meeting points:
 - Terminals 4 and 5 - Costa Coffee
 - Terminals 1 and 3 - WHSmith
 - Terminal 2 - Caffe Nero
- The Teamers then take the U20 students to their accommodation by private courier (Avantii Transport Ltd). On arrival or during the journey the Teamers make sure the students have maps and travel packs, and go over the Sprachcaffe rules with them.
- There is an unaccompanied minors service available, which has to be booked and paid for 2 weeks in advance. This means a Teamer will travel to the airport with the student/s, help them through check in/baggage control and see them through the departure gates. The Teamer will wait at the airport until the flight has taken off.

2.5 Risk Assessments

Risk assessments are carried out for:

- Accommodation
- The school building and any temporary premises used
- Excursions
- Activities
- Students' journeys to and from school
- Airport transfers

They are carried out by the Teamer Co-ordinator and any manager responsible for authorising an activity. The DSP has overall responsibility for ensuring that these are carried out and that information and advice is passed on to students as necessary. Teamers must complete an activity preparation form after reading the risk assessment and are required to complete an activity report form once an activity is completed. These are then checked and kept on file for future activity development and evidence of preparation. The Teamers give their students safety information during their daily meetings and at the start of excursions and leisure activities, highlighting important risks from the risk assessment.

Risk assessments for groups: the Group Leader is responsible for the activities. Risk Assessments are available and we encourage Group Leaders to read them before taking students on activities. We make Group Leaders aware of our local knowledge and offer advice and assistance when planning their activities to keep students safe.

2.6 Travel

On excursions and leisure activities, students usually travel by bus or train. U20s are always supervised by their Teamers who will do a roll call at the start and end of every activity. Each Teamer has all their students' mobile numbers and the students have their Teamers' numbers and the school phone numbers in case there are any problems. Important aspects of the risk assessments are communicated to the students before the activity begins.

2.7 Supervision

- The supervision ratio for U20s during excursions and leisure activities is 1 supervisor to a maximum of 15 students.
- Students on the U20 programme have separate accommodation, leisure activities and classes to adult students, unless they are over 16, in which case they may be placed in adult classes.
- U20 male and female students are usually accommodated separately but may have classes and leisure activities together.
- U20 students have unsupervised free time two evenings a week and all day Sunday. During unsupervised free time, U20 students are advised not to walk around alone but to stay in Ealing and be with at least one other student. Under 18s are required to inform their Teamer and Homestay Hosts about their plans during their free time.
- On their first day, students may be escorted to school by their hosts, but will normally be unsupervised with a map and clear instructions or they will have been shown the way by a Teamer on arrival. Students must walk to the school with their roommates or classmates when

possible. Should they have any problems, they can call their Teamer who will come and help them get to school, and can also escort them home if requested.

2.8 Missing students

- Class
 - If any student on the U20 programme is absent 10 minutes after class has started, the teacher will report the absence to the relevant Teamer or staff member on Reception. The Teamer/Reception staff member will attempt to contact them. If they are unable to contact them the school will follow the procedure outlined in the Missing Student Action Plan, which is located in Reception, the Accommodation Office and the Academic Office.
- Excursions/activities
 - If a student on the U20 programme is late for, or goes missing during, an out of school activity/excursion their Teamer will attempt to contact them. Teamers will have a reliable list of contact numbers for all students in their group with them at all times. If they are unable to contact them the school will follow the procedure outlined in the Missing Student Action Plan, which is located in Reception, the Accommodation Office and the Academic Office. Teamers will be very strict in ensuring that students congregate at the designated meeting times and places during the trip.
- Curfew breaking
 - Edwards Language School has a strict curfew of 10pm for students on the U20 programme. Groups are also expected to follow this curfew for their under 18 students. If Group Leaders wish to extend curfew times they must inform the school within 48 hours so that Homestay Hosts can be informed. This policy is communicated in induction meetings with Group Leaders on arrival.
 - If a student does not arrive home by their curfew, the Homestay Host must call their Teamer.
 - If the Teamer is unable to contact or locate the student, the Police will be contacted.
 - We encourage adult students to communicate appropriately with their Homestay Host and let them know when they will be returning if they are on a night out or a trip for the day.
- Follow up
 - The Teamer Co-ordinator is responsible for following up reports of missing U20 students.
 - Group Leaders are responsible for missing students from their groups.
 - The Welfare Officer is responsible for following up reports of any other missing students.

If the Homestay Host does not know the whereabouts of the student, and they are not home 15 minutes after the curfew time, they will attempt to call the student. If the student does not answer the Homestay Host will inform the school on the emergency phone and the school will immediately inform the Teamer. The Teamer will attempt to contact the student. If there is no answer the Teamer and school will follow the procedure outlined in the Missing Student Action Plan.

2.9 Fire Safety

Fire safety information is displayed in all the classrooms and U20 students are walked through the fire drill during induction. Escape routes are clearly visible and students are informed of the fire escape process and shown where the safe area is. Regular fire drills are carried out, with Teamers and the U20 and Groups Co-ordinator helping to make sure U20 students know what to do. Fire drills are carried out at least 3 times a year.

All accommodation is equipped with smoke detectors and the Accommodation Officer must be provided with a copy of all annual gas safety certificates from Homestay Hosts.

2.10 First Aid and Medical Care

There are at least 3 full time members of staff at the school who hold first aid certificates and whose training is refreshed every 3 years. There are also first aid kits located in the Academic Office and Reception area with British Red Cross approved contents. These are regularly checked and updated with equipment when required. All accommodation and temporary classroom premises are also equipped with first aid kits.

Teamers and Group Leaders also have first aid certificates which are renewed every 3 years. They are all equipped with first aid kits which they always carry with them.

If students on the U20 programme require medical treatment, their Teamer will take them to a local GP. If other students require medical treatment, the Welfare Officer can help them arrange to see a local GP.

If a student falls ill while in the care of the Homestay Hosts, the school Reception must be informed straight away. No medicine is to be administered to students without parental consent or a doctor's prescription (as set out in Teamer training and Homestay Host Guidelines).

2.11 E-Safety

Advice about e-safety is provided in junior welcome packs and on advice cards displayed next to the school computers.

Under 18s are advised to be careful online and not to share any personal information or photographs with strangers. The school computers also have a filter, preventing students from accessing inappropriate websites.

Students are told that if they receive any unwanted contact online or by text message, they should inform a member of staff, especially their Teamer, Group Leader or the Welfare Officer. This member of staff is then responsible for informing the DSP or DSL.

2.12 Alcohol, Drugs and Smoking

Students on the U20 programme are not permitted to smoke, drink alcohol or use so-called legal highs. Edwards Language School has a zero tolerance policy on drugs. If any student is found to be taking drugs, they will be sent home immediately and the Police may be informed. This information is provided to students in the rules they are given on arrival at the school.

Students booked on adult courses, who are over the age of 18, must not supply alcohol to students on the U20 programme.

3. Safer Recruitment

3.1 Overview

Edwards Language School follows safer recruitment procedures for all staff and contractors, paid or voluntary. This means that we check for criminal records and on the Barred List, follow up references, require all gaps in CVs to be explained satisfactorily and ensure that all new employees read and sign our contracts of employment before starting work. This includes that they have read and understood the code of conduct and safeguarding policy. These steps are to ensure that all our employees are suitable for working with children.

3.2 DBS and Police Checks

The Disclosure and Barring Service (DBS) is a government service that "helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children" by carrying out criminal record and Barred List checks.

When recruiting from outside the UK, it is not possible to request a DBS check, so a Police 'Certificate of Good Conduct' or 'Certificate of Criminal Record' is requested instead.

Applicants awaiting the issue of DBS certificates may begin work but will not be given unsupervised access to under 18s until the certificate has been seen by the manager responsible for recruitment.

3.3 Applicants with a Criminal Record

Our first priority is the welfare and safety of our students and applicants are automatically excluded for having a criminal record if it is felt that they could pose a threat to students because of the nature of their offence. Decisions are made and recorded on a case by case basis by two managers, and if deemed necessary, in consultation with the Local Safeguarding Children Board.

3.4 Staff Employed by Sprachcaffe for Edwards Language School

This includes Managers, Teachers, Administrative Staff, Cleaners, Homestay Hosts, Teamers and Teamer Co-ordinators. On confirmation of an interview, all applicants are informed that if they are successful in their interview, before being offered a position, the following must be provided:

- Any gaps in their CV must be explained satisfactorily, going back to age 18
- Proof of identity and certificates of relevant qualifications will be required
- * An enhanced DBS certificate for UK applicants
- Police 'Certificate of Good Conduct' or 'Certificate of Criminal Record' for non UK applicants.
- 2 references will be requested and followed up, asking referees if they know of any reason why that person should not work with under 18s
- * Level 1 Safeguarding Certificate

During interviews, questions are asked to ascertain candidates' attitudes towards working with young people and that they are mentally and physically well enough to take on the role for which they are applying. These questions are adapted from suggested questions provided by English UK during Level 2 Safeguarding Training.

*For roles with substantial access to under 18s

3.5 Staff Not Directly Employed by Sprachcaffe for Edwards Language School

This includes Group Leaders, airport transfer drivers, contractors and staff at temporary premises. The employer or booking agent in question is responsible for ensuring that the items below are provided for each staff member who has contact with under 18s from Edwards Language School, as set out in our terms and conditions:

- An enhanced DBS certificate less than a year old for UK staff
- Police 'Certificate of Good Conduct' or 'Certificate of Criminal Record' for non UK staff.
- The safeguarding policy must be read and the Code of Conduct signed
- 2 references stating that the referee knows of no reason that the person should not work with under 18s

4. Code of Conduct

4.1 Purpose of the Code of Conduct

The Code of Conduct explains the behaviour that is expected from all staff at Edwards Language School in relation to safeguarding under 18s. It is designed to protect minors from abuse, and to protect staff and other adults from suspicion of abuse. All adults who work with Edwards Language School have to agree to comply with this.

4.2 Dress Code

Staff must behave professionally at all times and act as good role models for under 18s, dressing appropriately and being easy to identify as a member of staff rather than a student. Provocative, revealing or overly casual attire is not acceptable.

- Teachers and other centre staff wear smart-casual attire, with smart jeans on Fridays only.
- Teamers and Teamer Co-ordinators always wear Sprachcaffe t-shirts.

4.3 Interaction with Under 18s

- Staff must always communicate with students in a manner appropriate to their age and understanding, always address them in a positive and supportive manner and avoid making any form of sexual reference.
- Teachers of under 18s must ensure that lesson material is age appropriate and avoid controversial subjects such as sex, violence and drugs.
- Attention-seeking behaviour from under 18s such as tantrums and crushes should be discouraged, and the DSL informed if there are any concerns.

Staff should **not**:

- Make physical contact with any student. If a student initiates a hug, the adult should turn their body to the side so as to minimise contact.

- Socialise with or exchange personal contact details with under 18s outside of school and the leisure programme, including Facebook and other social networking sites.
- Be alone with an under 18 where they cannot be observed.

One to one lessons with under 18 students must take place in a room with the door open.

If a student is sent out of class for disruptive behaviour, they can sit at reception for 15 minutes before being escorted back to their classroom.

If it is necessary to administer first aid to an under 18, this should be done in a place where it can be observed.

4.4 Interaction with Over 18s

- Staff must always communicate with students in an appropriate manner, always address them in a positive and supportive manner and avoid making any form of sexual reference.
- While the school understands that friendships can develop when students leave school, all staff must ensure that this interaction remains appropriate and the staff member should not instigate the exchange of personal details.
- If personal details are exchanged, staff must bring this to the Principal / Director of Studies' attention.

Staff should **not**:

- Make physical contact with any student. If a student initiates a hug, the staff member should turn their body to the side so as to minimise contact.
- Develop an inappropriate relationship with the student.
- Encourage the exchange of personal details if the student had not suggested this.

4.5 Accommodation

- An adult must never enter a student's bedroom uninvited unless in an emergency.
- Before attempting to open the door of a bedroom occupied by an under 18 (or any student), adults must first knock and call the student's name twice, asking permission to open the door.
- Adults must not enter a bathroom or toilet when it is occupied by an under 18 (or any student).
- Adults must be appropriately covered at all times in the presence of under 18s (or any student) For example, a dressing gown is acceptable but a towel is unacceptable. A dressing gown is the minimum amount of clothing ever to be worn in front of any student.

4.6 Photography

Staff must never take photographs of under 18 students on their personal phones or cameras. The student's own camera/phone can be used or the school's designated camera.

If students request a photograph with a member of staff, the staff member should hold both hands in front of themselves, clearly visible to the camera.

4.7 Alcohol, Tobacco and Drugs

Staff must never:

- Smoke or consume alcohol in the presence of under 18s.
- Be intoxicated (or under the influence of drugs, alcohol or so-called legal highs) in the presence of under 18s.
- Encourage or endorse the use of tobacco, alcohol or drugs in the presence of under 18s or any other students at Edwards Language School.

5. Child Protection

5.1 Recognising Signs of Abuse

Signs of abuse may include the following, although these could have other causes:

- A fellow student may express concerns.
- The child may describe something that has happened to them.
- Unexplained injuries, change in dress to hide injuries, suddenly avoiding sports.
- Reverting to younger behaviour, nervousness, sudden under achievement, attention seeking, stealing, lying.
- Preoccupation with sexual matters, being sexually provocative with adults.
- Looking unhappy and ill cared for, being withdrawn or aggressive, having lingering injuries or health problems.
- Distrust of adults and other students, difficulty in making friends and socialising, personality and behaviour changes.

5.2 Specific Issues

- Bullying and cyberbullying
- Drug or alcohol use
- Child sexual exploitation
- Racial, Sexual, Gender, Ethnic discrimination
- Domestic violence
- Female genital mutilation
- Faith abuse
- Forced marriage

- Gangs and youth violence
- Mental health
- Private fostering
- Radicalisation
- Extremism
- Sexting
- Teenage relationship abuse
- Trafficking

Edwards Language School is committed to safeguarding the welfare of all our students (particularly those aged below 18). We recognise our responsibility to take all reasonable steps to promote safe practice and to protect our students from harm, abuse and exploitation. As part of ongoing training, staff are made aware that the above issues exist and may arise although it is unlikely in our context. Edwards Language School acknowledges our duty to act appropriately in response to any allegations, reports or suspicions of abuse.

We work together with all our staff, Group Leaders and homestays to create an environment in which our students' rights are respected, they are safe from harm, and feel free to talk to any adult with issues which may arise.

5.3 Receiving a Report of Concern

If an under 18 discloses suspected abuse to an adult, their concerns should be taken seriously, recorded and passed on to the DSL, following this procedure:

1. Receive

- Listen calmly, try not to appear shocked by what you hear
- Accept what they say, show that that you take it seriously
- DO NOT interrogate or ask leading questions

2. Reassure

- Reassure them that they have done the right thing in coming to you
- Be honest, don't make promises you can't keep
- DO NOT promise confidentiality as you have a duty to refer the information

3. React

- Explain what you have to do next and who you need to talk to and that this will be on a need to know basis

4. Record

- Make brief notes at the time, write them up more fully as soon as possible using the concern form. (Copies available at Reception, in offices, the staffroom and teachers' class files)
- Take care to record timing, setting and personnel as well as what was said
- Be objective - include statements and observable things rather than your interpretations or assumptions
- Do not destroy your original notes in case they are later required in court

5. Act

- Inform the DSL (or a DSP) immediately
- If they are unavailable, inform the Welfare Officer

5.4 Referring a Report

It is the responsibility of all staff and adults to be aware and vigilant and to report any allegations or concerns to the DSL immediately. **It is not the school's responsibility to investigate concerns but to receive, record and refer them correctly** and then await further instructions from the LSCB. You can contact the Designated Safeguarding Lead using the following information-

Principal / Director of Studies

Name: Kate Fox
Number: 020 8566 3684
Email: principal.london@sprachcaffe.com

In the absence of the Designated Safeguarding Lead, or when it would be inappropriate to report a concern to the Designated Safeguarding Lead, reports of concern should be referred to an on-duty Designated Safeguarding Person (DSP)

Welfare Officer/DSP

Name: Tunde Kovacs
Number: 020 8566 3684
Email: info@edwards-language-school.co.uk

General Manager/DSP

Name: Yoriko Oka
Number: 020 8566 3684
Email: manager@edwards-language-school.co.uk

- 24 hr emergency number - for referrals out of school hours: **+44 (0) 7913764479**

If it is not possible or appropriate to contact any of the designated safeguarding personnel, reports of concern can be referred to the following organisations. Anyone can do this:

- Ealing Council Child Protection Advisors - **0208 8258000**
If you call this number they will answer quickly, take a message and get the required person to contact you ASAP

Hounslow Council Area (For some Homestays)

London Borough of Hounslow
Civic Centre
Lampton Road
Hounslow
TW3 4DN

Telephone
020 8583 2000

- NSPCC - **0808 8005000 (freephone, 24/7)**
- The Police - **101, 999 in an emergency**
- Police Child Protection Team - **0208 246 1901**

5.5 Procedures for Handling Reports, Allegations and Referrals.

Once a concern has been reported, a concern form must be completed by the person noting the concern. This includes general information about the student and a section to give details about the concern. These forms are available at Reception, in the Academic Office and inside U20 class files.

If a teacher, staff member or student has a concern it is important not to be specific at this stage. The person must tell the DSL that they have a concern and it can then be dealt with confidentially and with respect. If the DSL is not available or it would be inappropriate to involve them then they must speak to a DSP (Kate Fox, Tunde Kovacs, Ciro Armetta, Aneta Witczak, Yoriko Oka) who will assist.

Once a concern has been noted, appropriate action can be taken. For more serious concerns a referral form will be completed by the DSP/DSL and the LSCB may be contacted to take over the situation.

5.6 Keeping records

Records generated for the purpose of child safeguarding are processed in accordance with the Data Protection Act 1998, which requires that personal information held for these records is:

- Adequate, relevant and not excessive for the purpose which it is held
- Accurate and where necessary kept up to date
- Not kept for longer than necessary for its purpose

When records are created, they should be signed by the person or people making the statement and the following details should be included:

- Date and time of incident/disclosure
- Parties who were involved, including any witness to an event
- What was said and done and by whom
- Any action that was taken by the organisation to look into the matter
- Any further action taken (responding with NFA where no action required)
- Where relevant, the reasons why a decision was taken not to refer those concerns to a statutory agency
- Any interpretation/inference drawn from what was observed, said or alleged should be clearly recorded as such
- Name of person reporting the concern, name and designation of the person to whom the concern was reported, date and time and their contact details.

(Ref British Council CP policy quoting NSPCC guidelines, based on Data Protection Act 1998)

- Records are stored separately and securely and available only to designated safeguarding personnel.
- Records are destroyed by shredding by the DSL after the time they are required.
- The length of time that records are kept for will depend on the type of incident:

Child welfare concerns that Edwards Language School refers to the Police or children's Social Care	Written acknowledgement of the referral received from the agency in question will be kept on file for 6 years after the last contact with the student unless any other statutory requirements apply.
Child welfare concerns that Edwards Language School decides not to refer to an outside agency eg. bullying, overly pushy parents or distress unrelated to child abuse	Records are destroyed 1 year after last contact with the student.

Concerns about an adult working with children, inappropriate behaviour that may indicate that they are unsuitable to work with children eg. allegations, breach of code of conduct.	All personnel and training files and records of concern and disciplinary action will be kept for 6 years after employment ceases.
In the case of a concern about an adult working with children where their inappropriate behaviour may have caused actual harm to a child.	All records to be kept until that person reaches retirement age or for 10 years, whichever is longer.
Disclosure and Barring Service certificates supplied at the start of employment.	The original is seen by the DSL/ADOS/DOS, the number is saved in a list and the original is returned to the staff member. No copies are kept.

(Adapted from NSPCC Child Protection fact sheet ©NSPCC)

6. Training

6.1 Responsibility

- Edwards Language School recognises its responsibility to ensure that all staff are adequately trained in safeguarding according to their degree of contact with under 18s and level of responsibility in relation to safeguarding.
- The Principal is responsible for overseeing all training, ensuring that the DSL is adequately trained, with training refreshed every 2 years, and that the necessary resources are available for them to arrange training for other staff members.
- The DSL is responsible for ensuring that all staff are trained to the necessary level and that training is refreshed every 3 years.

6.2 Safeguarding Training

Staff who Complete this Training	Course and Provider
All staff, including: Homestay Hosts Teamers and Co-ordinators Group Leaders	Basic Training Safeguarding (Level 1) North Yorkshire Safeguarding Children Board http://www.safeguardingchildren.co.uk/course-signup.html
DSL Accommodation Officer/DSP - Aneta Witczak Principal/DOS/DSP - Kate Fox Product Manager - (based in Frankfurt)	English UK Safer Recruitment Department for Education http://www.education.gov.uk/e-learning/login/index.php

Staff who Complete this Training	Course and Provider
DSL / UK Principal/DoS/DSP - Kate Fox Academic Co-ordinator – Alisha Kamada Welfare Officer/DSP-Tunde Kovacs General Manager- Yoriko Oka	Advanced Safeguarding (Level 2) English UK http://www.englishuk.com/en/training/training-days/calendar

6.3 Further Safeguarding Training

A training programme is in place prioritising those in regular contact with under 18s and those in positions of responsibility for under 18s. The training will be a safeguarding overview given at least twice a year, before busy intakes of junior students. Safeguarding is regularly included in teachers' meetings every two weeks. Notices are put in teachers' rooms with further information and to promote awareness. Social media is utilised to show our condensed policy and behaviour policy in easily understood English. Further training is arranged by the DSP and provided by:

- English UK at off-site training half days or full days.
<http://www.englishuk.com/en/training/training-days/calendar>
[closing statement required?](#)

- Ealing Safeguarding Children Board at off-site training half days or full days.
http://www.ealing.gov.uk/downloads/download/1388/ealing_safeguarding_training

7. Policy Delivery

7.1 How we ensure the policy is delivered

In order to meet the above statement, Edwards Language School will:

- Follow safe recruitment procedures to check the suitability of staff working with our students.
- Have a code of conduct in place for staff and other adults who come in to contact with our students, particularly those aged under 18.
- Provide appropriate staff training, guidance and procedures to meet the academic and pastoral needs of international students.
- Ensure that all workers and visitors understand their legal and moral responsibility to protect our students from harm, abuse and exploitation through information flyers on arrival and using our signing in and out book. This is monitored by Reception.
- Ensure that all workers and visitors understand their duty to report concerns that arise about any student to our Welfare Officer as explained in information flyers.
- Ensure that our Welfare Officer understands his/her responsibility to refer any concerns about students aged under 18 to the DSL (or a DSP) who can then contact the statutory child protection agencies, and to be aware of the needs of any older students, especially those who are new to the country.
- Provide the relevant training for workers to develop their skills and knowledge particularly in relation to welfare and pastoral care.
- Ensure that parents/agents and Homestay Hosts have access to all guidelines and procedures through a condensed and full policy being available.
- Endeavour to keep up to date with national developments relating to the welfare and protection of children, young people and vulnerable adults. We receive newsletters from Ealing LCSB, English UK and other Safeguarding web pages which are circulated to appropriate people. The Safeguarding Policy is reviewed and checked regularly.
- Encourage staff to think about how they would like their own child or relative to be treated and put their welfare first.
- Encourage staff to be available to students in an effort to ensure the student can always find a member of staff they feel comfortable talking to.