

City School of Languages

Safeguarding Policy, Procedures and Guidance for Safe Working Practice and the Protection of Children (Under18s)

2025

**93-94, Mansel Street, Swansea
SA1 5TZ**

Policy Statement

Context

City School of Languages is based in Swansea City centre. City School of Languages offers summer school to teenagers during the summer months (12-17 years of age). A supervised programme will be in place for all teenagers during the summer. Homestay accommodation is provided by the school to all teenagers during their stay. Young adult learners (16-17 years old) are allowed to study on adult courses. Homestay accommodation is available throughout the year for young adults as well as student residence accommodation.

Terminology

City School of Languages has outlined a list of terminology relevant to the policy:

Child/ren – is defined as anyone less than 18 years old.

Teenagers – are defined as any student aged 12-17 years studying at City School of languages summer school.

Young adults – are students aged 16-17 studying on adult courses provided by City School of Languages

Staff – is defined as any person who is employed by City School of Languages including paid/unpaid work, directors, managers, seasonal workers, interns or anyone working on behalf of City School of Languages.

Management – is defined as senior management including the Academic Manager and Office Manager. Management will have an overall picture of safeguarding and will be involved in all major matters or decision making.

Designated Safeguarding Officer abbreviated to DSO – The DSO is the person responsible for the day to day matters, training, recording systems and acts as the point of reference for all external policies affecting the role of safeguarding.

Safeguarding – The term “safeguarding” is used is an umbrella term which means to “look after” children and maximise their learning potential, environment and safety.

Child protection – means protecting children from direct harmful behaviour.

Nominated Designated Safeguarding Officer (DSO)

Ismara Antunes –School Principal – Level 3 Safeguarding

- Day to day safeguarding
- Student “listening adult”/welfare
- Recording and reporting of issues/allegations
- Staff training

Safeguarding Support

Ismara Antunes –School Principal– Level 3 Safeguarding

Statement

Updated December 08th 2025 – To be Updated December 08th 2026

“In 2003 the government published ‘Every Child Matters’ regarding the safeguarding of children, followed by the Children Act 2004. These define a child as anyone under the age of 18”
working together to safeguard children – Consultation document (HM Government) 2009

City School of Languages is dedicated to creating the safest learning environment safeguarding under18s and reducing the risk of staff being accused of improper or unprofessional conduct. Our students’ welfare is of great importance to City school of Languages ensuring that they feel safe, secure and content within their studying environment.

There are four elements to our safeguarding policy:

- 1) Prevent
- 2) Protect
- 3) Support
- 4) Working with parents

Under18s Entitlement

This Policy is for all children who enrol at City School of Languages regardless of race, gender or religion. All children at City School of Languages are entitled to be protected.

Adult’s responsibilities

This policy contains guidance that attempts to identify behaviours that is expected of staff at City School of Languages. Staff whose practice deviates from the guidance and /or their professional or employment related code of conduct may bring into the question their suitability to work with children. City School of Languages’ staff with access to teenagers and/or young adults are expected to fully comprehend and abide by this policy. Disciplinary action will be taken as laid out in the policy if an individual fails to adhere to the policy.

Policy Review

This policy will be reviewed every 12 months by the DSO and Safeguarding Support Staff.

Code of Conduct

Overview & Principles

This code of conduct is relevant to all staff and students at City School of Languages and is intended to create a safe school culture, building trust between staff and students, and protecting both adults and children from any behaviours or actions which may be misconstrued as appropriate. All new staff will be made aware of this as part of their induction procedure and all staff will partake in refresher training workshops twice a year, usually preceding the arrival of our summer teenager groups.

Setting standards

City School of Languages expects staff to set standards. They are as follows:

- All staff must set an example for all students to follow
- All staff must communicate any concerns to management
- Management must communicate updates to staff
- All staff must have an up to date DBS check.
- All group leaders must have been police checked from their country of origin with evidence.

Adult Interaction

Do:

- Treat all children with respect
- Operate within City School of Languages' principles, procedures and guidance
- Ensure that you are within sight or hearing of others when working alone with a child
- Avoid any type of inappropriate verbal or physical contact
- Encourage children and adults to feel comfortable and caring enough to point out attitudes of behaviour they don't like
- Challenge unacceptable behaviour and report any allegations/suspensions of abuse to the DSO (Ismara Antunes).
- Ensure that gifts received or given in situations which may be misconstrued are declared to your line manager.
- Report any incidents or indications (verbal, written or physical) that suggest a child may be infatuated with a member of staff to the DSO.
- Always have any planned social contact with children or parents approved by the DSO and your line manager.
- Always refer children to City School of Languages public social media sited if they indicate they'd like to communicate with staff outside of school activities.

Don't:

- Don't trivialise child abuse issues
- Don't make suggestive or derogatory remarks in front of children
- Don't use force as a form of punishment
- Don't give your personal contact details including your telephone number, home email address or details of any social media accounts you have to children
- Never accept a friend request from a child on any form of social media, or make such a request

Appropriate appearance

In order to be respectful of our student's age, culture and religion, staff appearance at City School of Languages must be presented appropriately to ensure respect from students and staff in terms of your role at City School of Languages.

Examples of acceptable clothing:

- Trousers
- Skirts
- Jumper/cardigan
- Blouse
- Shirt/polo
- Shoes
- Tailored shorts

Examples of unacceptable clothing:

- Jeans
- Sweat shirts/hooded tops
- T-shirts
- Trainers (unless on activities)
- Flip-flops
- Visible underwear
- Short/revealing/provocative skirts or shorts

This list is not exhaustive and staff should use their discretion.

Alcohol, Drugs and Smoking

It is illegal to inhale or consume illicit substances on the school grounds and reports of doing so will lead to the immediate suspension of staff and a student will be expelled immediately.

Please see table below stating rules and regulations regarding alcohol consumption for Under18s in the UK.

AGE	Further details
Under16s	Under16s can go anywhere in a pub but they must be supervised at all times by an adult and they cannot have an alcoholic beverage.
16-17s	Can drink beer, wine or cider as long as the alcoholic beverage has been bought by an adult and the beverage is consumed with a meal.
Spirits	It is illegal for Under18s to drink spirits in a pub with or without a meal.
**	It is illegal for Under18s to buy alcohol in a pub, off-licence or elsewhere

Please see table below stating rules and regulations regarding smoking tobacco for Under18s in the UK.

AGE	
16	A student who is older than 16 may smoke in the United Kingdom legally.
18	An under18 is not allowed to purchase tobacco from a vendor.
**	It is illegal for an adult to purchase tobacco products for an Under18. It is illegal for a vendor to sell tobacco products to an Under18.

Drinking and smoking are not permitted on school grounds and in the presence of staff at City School of Languages. For Under16s all alcohol and tobacco products will be confiscated and a disciplinary will take place. For students aged 16 to 17, alcohol products will be confiscated and a disciplinary will take place. Students will be advised on smoking laws in the United Kingdom and good practice would be encouraged to advise the student about the benefits of giving up smoking.

It is advised for staff to avoid smoking in front of students at all times. Staff who are under the influence of alcohol whilst at work will be asked to leave the premises and disciplinary procedures will take place.

IT & Social Networks

Staff must exercise the same discretion and maintain the same professional distance in any electronic contact with children as they would in normal day-to-day life. The electronic contact environment would include telephone communications (Including texting) and on-line environments:

- Never initiate electronic contact with a child, don't accept 'friend requests' from under18s.
- If a child contacts you electronically, keep your tone friendly, professional and neutral
- Avoid situations that involve the exchange of personal information, personal photos, virtual gifts or the use of any application that suggests or encourages the sharing of personal feelings.
- If a child seeks to develop an inappropriate personal relationship with you electronically, do nothing to encourage this; inform your employer and send a copy of any relevant communications.

Accommodation

City School of Languages places students in homestay accommodation throughout the year. It is compulsory Under16s to be placed with host providers on a full-board basis unless other arrangements have been specified by the parent/guardian in writing. All other arrangements need to be authorised by the Academic Manager. All host providers who host under18s will be required to take a DBS check or provide evidence of an up-to-date DBS check. There should be no more than two Under18s sharing a bedroom unless otherwise specified in the booking. There should also be appropriate privacy from members of the opposite sex. If the host provider has a child, it is the DSO's responsibility along with Safeguarding support staff to ensure that the child hasn't been forced to give up their room and is resentful.

City School of Languages does not keep photocopies of host provider DBS checks on record. The Welfare and Accommodation Officer will however ask the host provider to see the DBS check (ensuring that there are no convictions present) and will keep a database of the important details that do not break data protection laws.

'A responsible adult will always be present overnight and normally present when younger students are at home' Care of Under18s: Guidance for ELT providers (EnglishUK) 2004

All host providers who host under18s are made aware of this before the hosting period. It is also the responsibility of the host provider to provide details of journey arrangements when Under18s are making a journey to and from City School of Languages. It should be noted that city School of Languages will make inform students of the journey plans if specified in the booking.

Transport

Our Welfare and Accommodation Officer at City School of Languages should ensure that any mini bus/coach companies have been sufficiently vetted. The school's regular taxi company has been DBS checked. If in doubt, please ask our Welfare and Accommodation Officer for evidence. All taxi drivers are aware that any problems regarding Under18s which occurs during any journey, needs to be reported to the Welfare and Accommodation Officer immediately.

Child Protection

City School of Languages meets its child protection policies by regular policy and procedure reviews and staff training

City School of Languages:-

- Ensures that staff have carried out basic level 1 safeguarding
- Ensures that management have carried out level 2/ level 3 safeguarding training
- Ensures that all staff members are aware of the DSO at City School of Languages and what to do if they have any doubts or concerns
- Ensures staff act on City School of Languages procedures regarding under18s reporting any incidents of abuse
- Ensures that students are made aware of rules and regulations that may affect them
- Ensures that host providers are aware and adhere to the rules and regulations set out by City School of Languages

What is child abuse and neglect?

It is your duty to report any signs of abuse

There are four main types of child abuse: Sexual abuse, physical abuse, emotional abuse and neglect.

Physical: through hitting, shaking, squeezing etc.

Sexual: through inappropriate physical contact, the taking of indecent images of children, or the encouragement of sexual activity by children for the purpose of adult gratification.

Emotional: through persistent lack of affection, unrealistic adult demands, verbal bullying including cyber-bullying

Neglect: Failing to provide basic needs of food, proper clothing, safe supervision

Identifying Child Abuse

It can be difficult to identify child abuse as it has various forms. Below are some typical indicators to watch for:

- Unexplained injuries
- A child describing an abusive act that has happened to them
- Another child telling you of their concern about a friend/fellow student
- Sexually explicit behaviour in games/activities
- Serious distrust of adults
- Difficulty making friends/socialising with other children

You may become aware of a child abuse concern in a number of ways:

- From the child telling you themselves
- From another person (adult or child)
- From observations of the child's behaviour
- From visual signs, e.g. injury

How to react if you suspect child abuse

- If you notice any physical or behavioural signs, tell Ismara (DSO)

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- If you suspect an adult is a threat to a child in some way tell the DSO or management and continue to monitor the situation
- If a child tells you they are being abused react calmly, as described below. Then contact the DSO.

A child telling an adult

Remember, your students may feel more comfortable talking to you rather than the DSO or managers so please remember the prompts below to ensure you respond correctly.

What to do

1. Stay calm
2. Listen, hear and believe. Treat the matter seriously
3. Reassure and explain that they have done the right thing in telling you. Explain that only those professionals who need to know will be informed.
4. Act immediately in accordance with the procedure in this policy
5. Record in writing as soon as possible what was said.
6. Report to the Designated Safeguarding Officer (Alex).

What not to do

1. Don't panic. Don't over-react. It is extremely unlikely that the participant is in immediate danger.
2. Don't probe for more information. Questioning the child may affect how their disclosure is received at a later date.
3. Don't promise confidentiality to keep secrets or that everything will be ok (It might not)
4. Don't try to deal with it yourself.

The DSO will then ensure that, where necessary, the child receives appropriate medical attention and/ or protection. The DSO will liaise with management and discuss whether a referral to the Local Authority Designated officer (LADO) is necessary.

Bullying

City School of Languages does not tolerate bullying of any kind. Bullying can be identified as the deliberate and repeated act of causing another person to be unhappy. Bullying can take many different forms; it may be physical, emotional, name-calling, showing a lack of respect for another's property, excluding somebody from a social group; there are many possibilities. One person 'having a joke' is another is another person suffering bullying. Sometimes it is obvious, sometimes it is done subtly and in such a way that children will be worried about telling staff what is happening. For this reason it is vital that staff are vigilant in noticing changes in behaviour of children, particularly if they become withdrawn.

Please follow the guidance laid out in the table above if you suspect or are made aware of bullying in the school.

Keeping records

All issues that have arisen need to be reported and resolved immediately. A report should be drawn up, inspected by the principal and DSO and then filed. All issues are filed for five years before being archived. Only management and the principal have access to this folder.

Training

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The DSO will ensure all staff are trained to Safeguarding level 1 and will keep records of staff training and levels. Training will be conducted as part of induction and all staff will partake in refresher training workshops twice a year, usually preceding the arrival of our summer groups and at the start of the academic year. All staff will receive a copy of this policy.

Safer Recruitment

Overview

Our commitment to safer recruitment applies to all staff, homestay providers and outside agencies. The Safeguarding Policy is distributed in every classroom and there is a Safeguarding Policy in each teacher register.

Recruitment materials and procedure

When recruiting for a position that involves significant contact with children City School of Languages operates a comprehensive recruitment procedure that includes:

- Completion of a self-disclosure form, which requires any applicant to declare past offences
- Verification of identity and eligibility to work in the UK
- Verification of professional qualifications screening via the Disclosure and Barring Service (DBS)
- Two references, including one regarding the applicant's most recent post working with children to be followed up with telephone calls.
- A complete employment history with a reasonable explanation for gaps

Staff who are due to work with children but whose disclosure has yet to arrive will be required to sign a self-declaration form and their access will be limited and supervised.

Implementing Safeguarding

Use of risk assessments

City School of Languages encourages students to practice English not only in the classroom but in an everyday environment in the form of English Out There™ which is practiced by all teachers every Friday morning. In order to protect under18s and adults, risk assessments are drawn up by teachers. Risk assessments need to be signed by the teacher, Academic Manager or the Student Support Officer. Activities arranged by the Activity Coordinator also need to have risk assessments which are then signed off by the Academic Manager or the Student Support Officer. All risk assessments need to be filled appropriately and also taken with the responsible adult as a reference point. Under18s need to be brought back to the school at the end of English Out There™ as a point of monitoring. Risk assessments are updated and reviewed on a case-by-case basis.

Supervision Ratios

In accordance with British Council and the Independent Schools Inspectorate guidelines, City School of Languages follows the ratio of 1:20 when supervising children aged 12-17 and 1:15 for those 12 and under.

Welfare Provision

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Ismara Antunes is primarily concerned with student welfare and designated DSO for under18s.

City School of Languages offers:

- A separate induction for juniors and young adults.
- Follow up emails inviting young adults to a welcome event hosted by a member of the welfare team.
- Registers highlight children's age
- Access to City School of Languages Online where students can make appointments with the Welfare team.
- A dedicated teenagers social programme.

Transporting Children

The transportation of children will normally be the responsibility of parents, or authorised coach or mini-bus drivers.

- Make sure all passengers wear seatbelts.
- Ensure that staff transporting children have appropriate licence/insurance
- It is inappropriate for adults to offer lifts to a child/young person outside their normal working duties (I.e an emergency situation), unless this has been agreed by the parents and the activity designated person.

Trips and tours

Staff must always remember professional boundaries

- Ensure that they do not work alone with children when on trips
- Undertake the formal risk assessments for such trips and follow specific guidelines for trips and tours.
- Ensure that parents/carers are fully informed of the activities and the conditions of the trips in which their children will be involved, and have given formal consent.

Safeguarding Certificate

All staff, paid or volunteer, working at City School of Languages must know the name of the Designated Safeguarding Officer (DSO). All staff, paid or volunteer, have a duty to report any safeguarding concerns to the DSO.

I have read, understand and agree to abide by the Safeguarding Policy, Procedures and Guidance for Safe Working' Practice and the Protection of Children (Under18s) 2014.

I understand that if I do not abide by this aforesaid guidance, I may be subject to immediate disciplinary action.

Name:

Signature:

Date:

Position within the school:

Countersigned by Line Manager:

Date:

Position within the school:

Please sign both copies, and forward one copy via your line manager to the DSO.

City School of Languages, Swansea Safeguarding Policy

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1.1.1. Introduction

The welfare of the child is paramount. All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately. All staff & Group Leaders working with children and vulnerable adults, whether paid or unpaid, have a responsibility to report concerns to the appropriate officer.

Designated Safeguarding Officer: Ismara Antunes
Deputy Safeguarding Officer: Luke Radford

1.1.2. Policy Statement

City School of Languages has a duty of care to safeguard all children & vulnerable adults in its care. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account.

City School of Languages will ensure the safety and protection of all children and vulnerable adults enrolled on its programmes through adherence to the Safeguarding guidelines that we have adopted.

A child is defined as a person under the age of 18 (The Children Act 1989).

We will endeavour to ensure that children are protected from harm whilst at the school by:

- Ensuring good practice in safe recruitment in checking the suitability of staff or accommodation providers to work with children and vulnerable adults.
- Establishing and maintaining an environment where under 18s and vulnerable adults feel secure, are encouraged to talk and are listened to.
- Ensuring under 18s and vulnerable adults know that there are adults in the school whom they can approach if they are worried.
- Ensuring we have a Designated Safeguarding Officer & Deputy Safeguarding Officer. Both of whom will have completed Level 3 Safeguarding training.
- Ensuring that the Accommodation Manager will have completed Level 2 Child protection training.
- Ensure that every member of staff with significant access to under 18s has completed the minimum level 1 Child Protection training.
- Ensuring that every member of staff knows the name of the Designated Safeguarding Officer & Deputy.
- Not physically, emotionally or sexually abusing a child or vulnerable adult.
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from putting any child in a situation where there is unreasonable risk to their health & safety.
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from physically, emotionally, sexually abusing any child or vulnerable adult.
- Ensuring that all staff and volunteers report to the Designated Safeguarding Officer (or Deputy) any evidence of reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused.
- Referring to statutory authorities any incidents of this nature that have been reported.
- Ensuring that all visitors and interested parties are aware of this policy and have access to copies.

1.1.3. Policy Aims

The aim of this policy is to promote good practice by:

- Providing children with appropriate safety and protection whilst in the care of City School of Languages.
- Allowing staff to make informed and confident responses to specific child protection issues.

'Safeguarding' refers to reducing risk and providing appropriate general care for children and vulnerable adults.

'Child Protection' refers to protecting children from any kind of abuse.

1.1.4. Definitions of Abuse

- Abuse is a violation of an individual's human & civil rights by any other person or persons.
- Abuse may consist of a single act or repeated acts.
- Abuse can be seen as an act of negligence or omission to act and may be unintended.

The four main categories of abuse are:

Physical abuse – this includes hitting, kicking, slapping, pushing, the misuse of medication, undue restraint or inappropriate sanctions.

Sexual abuse – this includes inappropriate physical contact, taking indecent images or sexual acts which the child or vulnerable adult has not or could not consent, for the purpose of adult gratification.

Emotional abuse – this includes threats of harm, abandonment, humiliation, verbal or racial abuse, isolation, persistent lack of affection, verbal bullying or cyber-bullying. Updated May 2017

Neglect and acts of omission – this includes failure to access medical care or services, negligence through risk-taking, failure to give prescribed medication, poor nutrition or lack of heating.

1.1.5. Sexual Offences Act 2003

It is important for all staff to understand that legislation covers 'Abuse of a position of trust' and considers children under 18 as minors in this case.

Abuse of a position of trust is defined as '*causing or inciting a child to engage in sexual activity*' and includes '*sexual activity in the presence of a child*'.

A copy of the Sexual Offences Act can be found online.

1.1.6. Code of Conduct for All Adults

This code of conduct must be followed by all employees of City School of Languages, clients, contractors and third party suppliers over the age of 18.

Do:

- Behave professionally at all times.
- Treat everyone with respect and communicate at their level.
- Remember the child always comes first.
- Listen to children.
- Be aware of all policies and procedures.
- Report any suspicion within City School of Languages guidelines.
- Be aware, approachable and understanding.

Do not:

- Touch inappropriately.
- Use inappropriate language.
- Harm or frighten a child.
- Be alone with a child, if avoidable.
- Threaten, shout or be aggressive.
- Mistreat, demean, ignore or make fun of a child.
- Force a child to do something they do not want to do.
- Let a child expose him/herself to danger.
- Take photos of children without the consent of City School of Languages management.

Additionally, all students must remain under the supervision of City School of Languages or nominated persons who have undergone a similar screening process that can be sufficiently evidenced.

You have a strict duty never to subject any child to any form of harm or abuse. Failure to honour this will be treated as gross misconduct. This means that it is unacceptable, for example, to:

- Distress a child by shouting at them or calling them derogatory names.
- Hit a child.
- Hold a child in such a way that it causes pain, or shake them.
- Physically restrain a child unless it is to protect them from causing harm to themselves or others.
- Take part in horseplay or rough games.
- Allow or engage in inappropriate touching of any kind.
- Do things of a personal nature for children that they can do themselves. This includes going to the toilet with a child unless another adult is present.
- Allow or engage in sexually suggestive behaviour within a child's sight or hearing, or making suggestive remarks to or within earshot of a child.
- Give or show anything to a child that could be construed as pornographic.
- Seek or agree to meet a child outside of their visit/stay at City School of Languages without full prior knowledge and consent of the parents/guardians.

- Seek or agree to have any electronic form of contact with a child during or after their visit/stay at City School of Languages without the full prior knowledge of the school and the child's parents/guardians.

1.1.7. Incidents that must be Reported / Recorded

If any of the following occur, you should report this immediately to the Designated Safeguarding Officer:

- If you accidentally hurt a child or young person.
- If he/she seems distressed in any way.
- If a child or young person appears to be aroused by your actions.
- If a child or young person misunderstands or misinterprets something you have done.

If a child has an accident which does not require hospital treatment:

- Management should be notified and monitor the individual.
- The child's parents should be notified of the incident at an appropriate time.
- The accident/incident log should be completed.

1.1.8. Responding to Allegations or Suspicions

It is not the responsibility of anyone working at City School of Languages to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with appropriate authorities.

City School of Languages will assure all staff/volunteers that it will fully support and protect anyone who in good faith reports his/her concern that a colleague is, or may be, abusing a child.

If you notice any suspicious signs, report this to the Designated Safeguarding Officer or the Deputy Safeguarding Officer immediately.

If a child tells you they are being abused, react as follows.

Do:

- Stay calm
- Listen & be child-focused
- Give the person the chance to say what they want to say.
- Reassure them that informing you was the right thing to do. Explain that you will need to inform the Designated Safeguarding Officer in order to provide the best possible help.
- Act immediately in accordance with the procedure in this policy.
- Record in writing exactly what the student has said as soon as possible.

Do not:

- Panic or over-react. It is unlikely that the alleged victim is in immediate danger.
- Probe for more information or ask leading questions. Questioning the participant may affect how the disclosure is received at a later date.
- Assume, paraphrase or offer alternative explanations.
- Promise to keep secrets or that everything will be OK. You cannot guarantee this.
- Wait or try to deal with it yourself: listen and refer.
- Make negative comments about the alleged abuser.
- Gossip with colleagues what has been said to you
- Make a child repeat a story unnecessarily.

If there is, or seems to be, immediate risk to a child or children, contact the police directly. The parents or carers of the child will be contacted as soon as possible following advice from the relevant local authority department.

Other members of staff should only be notified on a need to know basis.

Internal enquiries and suspension

The manager responsible will immediately remove the adult from contact with students pending further police and social services inquiries. In accordance with the findings of those inquiries, the Designated Safeguarding Officer & Principal will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. The welfare of the child should remain of paramount importance throughout.

Allegations of previous abuse

Allegations of abuse may be made some time after the event. Where such an allegation is made, the school will follow the procedures detailed above and report the matter to the local authority or the police as other children, either within or outside the school, may be at risk from this person.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children.

Action if bullying is suspected

If bullying is suspected, the same procedure should be followed as set out above

Action to help the victim and prevent bullying

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns. If anyone talks about or threatens suicide, seek professional help immediately.
- Investigate all allegations and take action to ensure the victim is safe.
- Speak to the victim & the bully(ies) separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no-one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the Designated Safeguarding Officer (Deputy in his/her absence)

Action towards the bully(ies)

- Talk with the bully(ies), explain the situation and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology for the victim(s) with a staff member present to keep a written record.
- The school will inform the parents of the bully(ies) and of the victim(s).
- The school will impose sanctions as necessary.
- Encourage and support the bully(ies) to change their behaviour.
- The school will hold meetings to monitor progress.
- The school will inform all relevant staff members of action taken.
- Keep a written record of action taken.
- Look at supporting the bully(ies) with any issues they may have.
- Further incidents of bullying may result in the bully(ies) being sent home.

Concerns outside the immediate environment (e.g. about a parent or carer)

- Report your concerns to the Designated Safeguarding Officer (or Deputy), who should contact the local authority or the police as soon as possible.
- If both the Designated Safeguarding Officer and the Deputy Safeguarding Officer are not present, report your concerns to the Principal who will contact the local authority or the police.
- See below for the information that social services or the police will need.
- The local authority and the Designated Safeguarding Officer (or Deputy) will decide how to involve the parents/carers.
- Maintain confidentiality, disseminating information on a need-to-know basis only.

Information for Social Services or the Police about suspected abuse.

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of disclosure/concern, which should include the following:

- The child's name, age and date of birth.
- The child's home address and telephone number
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Clear distinction made between what is fact and what is hearsay.
- A description of any visible bruising or other injuries, and also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
- Whether the parents have been contacted, and if so, what has been said.
- Whether anyone else has been consulted, and if so, the relevant details
- If the child was not the person who reported the incident, whether the child has been spoken to, and if so, what was discussed.
- Whether anyone has been alleged to be the abuser and their relevant details.
- Where possible, referral to the police or social services should be confirmed in writing within 24 hours and the name of the person who took the referral should be recorded.

A form for recording the necessary details can be found in the Teachers' Room and every office in the school.

Confidentiality

Confidentiality shall be maintained at all times. Information shall be handled and disseminated on a need-to-know basis only.

This includes:

- The line manager responsible for the alleged abuser.
- The parents of the student who is alleged to have been abused.
- The person making the allegation.
- Social Services / Police

- The alleged abuser (and the parents if the alleged abuser is a child)

Social Services will advise who should approach the alleged abuser. This will rarely be someone from the school.

Information must be stored in a secure place with access limited to the Designated Safeguarding Officer, Deputy Safeguarding Officer and Principal. Information must be stored in line with data protection laws (e.g. the information must be accurate, relevant, secure and, where necessary, regularly updated).

Support to deal with the aftermath of abuse

Consideration should be given to the kind of support that children, parents and members of staff or volunteers may need. Use of help-lines, support groups and open meetings will maintain an open culture and help the healing process. The British Association for Counselling directory is available from the British Association of Counselling, 1 Regent Place, Rugby, CV21 2PJ, Tel: 01788 550899, Email: bac@bacp.co.uk, Internet: www.bacp.co.uk

Consideration should also be given to what kind of support may be appropriate for the alleged perpetrator.

1.1.9. Other Welfare Considerations

Illegal drugs and alcohol

If there appears to be illegal drinking in or around the school, or you see anyone taking drugs, giving them to others or being given them you should follow the procedures below:

If they are a student

- Immediately deliver them to the Academic Manager or the Principal.
- Complete a detailed incident report.
- Be alert and aware to any other similar incidents amongst their peers.

If they are a visitor

- Do not apprehend the person.
- Stay within reasonable distance as a barrier between them and the children.
- Usher away any students discreetly.
- Contact the police.
- Inform the Principal immediately.

If they are a member of staff

- Stay within reasonable distance, preventing them from contact with any students.
- Immediately contact their line manager.

Protecting yourself from false accusation

It is important, when working with children, to also ensure your own personal safety. This includes protecting yourself from false accusations. The following guidelines exist to protect you:

Avoid being alone with a child wherever possible.

- Never enter a student's room without reasonable cause
- Never enter a student's room without another member of staff. At least one staff member must be of the appropriate gender.
- Never agree to keep a secret for a student.
- Complete incident reports – any inappropriate behaviour of any nature should be recorded on an incident report.

Communication with students including use of mobile phones, email, social media, etc.

Staff may join the company Facebook group and other company social media and message the students collectively. However, no personal messaging of any kind is allowed during or following employment. This includes, but is not limited to, texting, emailing, messaging through social media and telephones.

City School of Languages are in a position of authority and therefore the relationships with the students is, and should remain, a professional one. You are role models to the students and not friends regardless of age.

1.1.10. Promoting Good Practice

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgment about the appropriate action to take.

Abuse can occur within many situations including home, school and other youth sector environments. Some individuals will actively seek employment or voluntary work with young people in order to harm them.

All suspicious practice shall be reported following the guidelines in this document.

1.1.11. Recruitment and Training of Staff

All reasonable steps are taken during the recruitment process of all staff to ensure unsuitable people are prevented from working with children and vulnerable adults.

Pre-selection checks

All staff should complete the City School of Languages application form, giving two referees. Both references must be taken up in writing. One of which (the most relevant to the position being applied for / most recent) will then be followed up verbally.

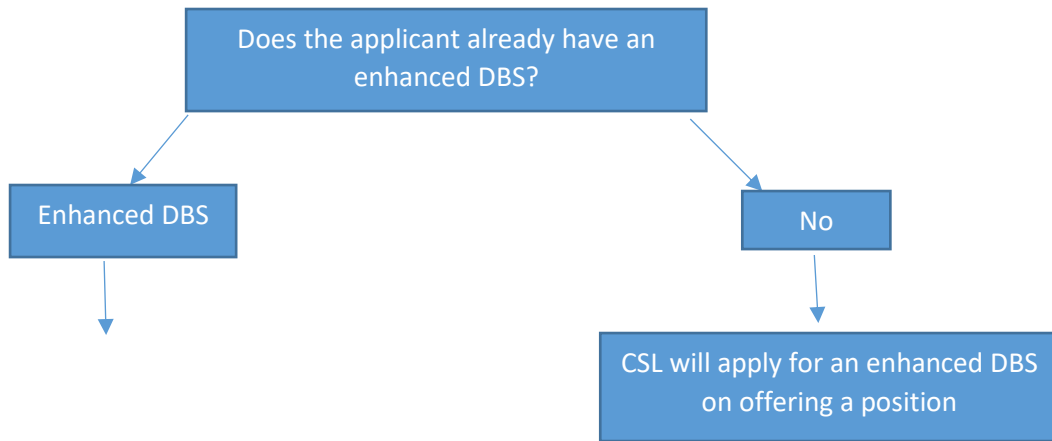
Interview & Induction

All employees and volunteers will be required to undergo an interview. During the interview process:

- The individual's identity should be verified and copies of proof of identity taken.
- Qualifications should be substantiated and copies of relevant certificates taken.
- An enhanced DBS or a police 'Certificate of good conduct' (applicant applying from outside the UK) will be requested.

Criminal Record Checks

The following process will be followed during the recruitment of all staff to ensure possession of a valid enhanced DBS or police check.



Should any new employee not be in receipt of their enhanced DBS by the time they are scheduled to start employment at City School of Languages, the following safeguards will be put into place.

Teachers

- The Academic Manager will ensure that the new teacher will be timetabled to teach (where possible) classes where all students are over 18.
- The new employee will be timetabled to teach in either Room 1 or 2 (next to the Academic Manager Office) with the door open at all times.
- The Academic Manager or another member of the teaching team will escort the new employee from the Teachers' Room to classes and vice versa at break & lunch times.
- At other times the new employee must be accompanied by another member of the teaching team (e.g. if they wish to go to the Student Room). The Academic Manager will inform the teaching team as and when required.

Non-academic staff

- The new employee's workstation must be in an office with at least one other member of staff.
- The new employee must be accompanied at all times when in the school (e.g. going to the W.C. / Student Room)

All employees should receive an induction, during which they should receive, or be directed to, copies of the following documents:

- Staff Handbook
- Teachers' Handbook
- Prevent Policy
- Safeguarding Policy & Guidelines
- Emergency Action Plan
- Health & Safety Policy
- Job description

Training

All staff must receive regular training in child protection covering all aspects laid out in the child protection guidance.

City School of Languages requires:

- 3 members of staff to hold a recognised and appropriate first aid qualification.
- All staff to undertake in-house and online training courses at www.brighthr.com.
- There is both a Designated Safeguarding Officer and Deputy Safeguarding Officer that have both completed a level 3 safeguarding course. This course must be repeated every two years.
- All staff must sign that they have read and understood this Safeguarding Policy and agree to the Code of Conduct.

1.1.12. **Recruitment and Training of Homestay Providers**

All reasonable steps are taken during the recruitment process of all homestay providers to ensure unsuitable people are prevented from accommodating children and vulnerable adults.

Pre-Selection

All applicants for homestay providers for students of City School of Languages must fill out an application form, giving the details of any person living at the property and two referees. Both references must be taken up in writing.

Inspection

The homestay will be inspected by a member of City School of Languages staff (usually the accommodation manager). During the inspection process:

- The individual's identity should be verified and copies of proof of identity taken.
- An enhanced DBS will be requested.
- Copies of the Gas Safety Certificate for the property and the driver's licence of the individual.
- The accommodation manager will provide basic child protection training.

Criminal Record Checks

All homestay providers must possess an enhanced DBS check. City School of Languages will help hosts apply for an enhanced DBS for an individual working from home which will check both the individual & any member residing at the household over 18. This DBS must be renewed yearly.

First students and Re-inspection

City School of Languages will ensure that the first student to be housed with a new homestay will be over 18. Should the homestay receive positive feedback, then future students under the age of 18 can be housed there.

All homestays are inspected every two years.

Information and Training

All homestay providers will be issued the following documentation upon being accepted as a homestay provider by City School of Languages:

- Guideline Booklet
- Fire Regulations information sheet
- Gas Safety Certificate information sheet
- Student room rules
- Safeguarding Policy
- Prevent Policy

1.1.13. Useful Contact Details

Local Authority Designated Officer (LADO)	Damian Rees 01792 635537
Child and Family Information, Advice and Assistance Service access.information@swansea.gov.uk http://www.swansea.gov.uk/safeguardingchildren	01792 635700
Emergency Out of Hours Duty Team	01792 775501 edt@swansea.gov.uk
NSPCC	www.nspcc.org.uk
Childline	UK 0800 1111 www.childline.org

1.1.14. Associated Documents

Anti-Bullying Policy and Procedure
Building Security Policy
Homestay Guidelines for Hosting Under 18s (individuals)
Homestay Guidelines for Hosting Under 18s (groups)
Junior Groups in an Adult School Policy
Safeguarding Guidelines for Staff
Safeguarding Guidelines for Homestay Providers
Under 16s in Adult Classes Policy