

INTERNATIONAL HOUSE LONDON
YOUNG LEARNER CENTRES
SAFEGUARDING AND CHILD PROTECTION POLICY

YL incident report form 2024



International House London (IH London) are a **founding member** of **EAQUALS**, the **CELTA** qualification and International House World Organisation (**IHWO**).

IH London are also an **accredited** member of EnglishUK, EQUALS, International House World Organisation (HWO) and the **British Council**.

Under educational oversight and subject to **regular inspections** by the Independent Schools Inspectorate (**ISI**), as well as its governing bodies: **EnglishUK**, **IHWO**, the **British Council** and **EQUALS**, IH London are a provider of language and cultural immersion courses for student of ages 8+ years old, and teacher training for students aged 18+.

Young Learners programmes for 8-17 year olds are accommodated in Oxford, Frensham and IH London year round:

This policy includes the following International House Young Learner Centres :

- International House London: [16 Stukeley Street, London WC2B 5LQ](#)
- St Edwards: [Woodstock Rd, Oxford OX2 7NN](#)
- Frensham Heights: [Frensham Heights Rd, Rowledge, Farnham GU10 4EA](#)

Off-season programmes may accomodate young learners in homestays or hotels during their time with IH London.

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1. KEY INDIVIDUALS

Name	Role	Tel	Mail
Manuel Benchetrit	Young learners Deputy Designated Safeguarding Lead (DDSL)	0207 611 2491	Manuel.benchetrit@ihlondon.com
Caroline Turner	Designated safeguarding lead (DSL). Prevent Lead. Welfare Manager. Director of operations	0207 611 2405	Caroline.turner @ihlondon.com
Drew Hyde	Deputy Designated Safeguarding Lead (DDSL) Head Of Customer Experience	0207 611 2411	Drew.hyde @ihlondon.com

- **All staff** are trained in *Basic Awareness Safeguarding (Level 1)*
- Designated Safeguarding Persons (**DSPs**) are trained to *Advanced Safeguarding Training for Designated Staff (Level 2)*
- The Designated Safeguarding Lead (**DSL**) and deputies (**DDSLs**) train to *Specialist Safeguarding for Designated Safeguarding Lead (Level 3)*
- IH ensures renewal yearly

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2. CHILD PROTECTION AND ADULTS AT RISK POLICY STATEMENT

2.1. Statement

International House London is fully committed to its duty of care including safeguarding all children and adults at risk.

It commits to taking all reasonable steps to protect children and vulnerable adults from harm and abuse.

International House London acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

Paid staff and other adults will endeavor to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of all children and vulnerable adults.

2.2. Definitions

- **Safeguarding** is an umbrella term meaning “looking after individuals aged under 18 or adults at risk”.
- Adults working with under 18s have a legal ‘**Duty of Care**’, i.e. look after them ‘as a caring and responsible (UK) parent’ and to ‘protect them from that which is not in their best interests.’
- **Practical safeguarding** can include Food and Eating, Medical Needs, Pastoral Care, Supervision and Security, Substance Misuse, E-Safety, Visitors to Site, Preventing Radicalization, Child Protection, Mental health
- **Child protection** is the need to protect under 18s from direct harmful behaviour, i.e. abuse: physical, emotional and sexual abuse and neglect, as well as bullying. Abuse can happen by under 18s to other under 18s.
- **Adults at risk:** 18s and over living who have been living in the UK for less than 9 months or possibly vulnerable due to physical, mental health, cultural/language factors
- **Other adults:** any adult other than staff (host, homestay, Group Leaders, volunteers etc.)

2.3. Update

This policy was revised on the 1st of May 1, 2024. It is reviewed at least every 12 months.

It is signed off by the Designated Safeguarding Lead (DSL) and circulated to all staff.

The DSL also produces and communicates an annual report each year in December.

2.4. Implementing the policy

To implement the present policy, IHL will provide appropriate code of conduct (3.), procedures (4.), training and further development opportunities to staff, involve other adults, make it known and understood by staff and other adults as well as publicly accessible on its website and regularly updated.

3. CODE OF CONDUCT

This code of conduct is a requirement for all staff and other adults in contact with IH students.

3.1. General guidelines

Adults must at all time:

- Act as a role model
- Remain professional and respectful at all times
- Avoid any drug use, including alcohol (or face dismissal should they fail)
- Adhere to a neutral or smart casual dress code that avoids offensive messages or bare attire.

3.2. Whistle-blowing

- Staff must report to DSP/DSL concerns regarding company practices or colleagues' behaviour
- Staff must be aware they can use the NSPCC whistleblowing Helpline 0800 028 0285
- The reporting and reported staff will be supported by the DSL
- Investigation will be conducted sensitively in respect of confidentiality

3.3. Code of conduct with children

Staff and adults in contact with children are in a legal Position of Trust.

To engage in sexual activity of any kind or grooming a student under the age of 18 is an abuse of trust that can lead to prosecution under the Sexual Offences Act 2003.

These guidelines ensure the well-being of children and to protect staff and adults from misconstrued allegations:

- **Interactions**
 - No physical contact at all with children
 - In the context of 1st aid: ask permission for treatment, including physical contact
 - Be aware of cultural differences. In doubt, remain formal and neutral, including with the choice of topics
 - No meeting 1 to 1, no meeting outside of the school with children
- **Online communications:**
 - Never give your personal phone number to children
 - Never share passwords with anyone
 - Never engage on social media with children, never accept them as "friends" or contacts .
 - Never share your personal email address with children
 - Control and check any websites used for class purposes
 - Be alert to cyber bullying
- **Images:**
 - Taking pictures of children is forbidden at all times
 - (Unless by authorised person on authorised device, for learning, training and promotion purposes)
- **Excursions:**
 - Risk assessments are carried out for each visit/excursion
 - The responsible staff member must take the register before/during/after each visit/excursion
 - For excursions, the responsible staff member must communicate destination, route, what to do if lost, and the emergency number to children.
- **Drug use:**
 - Alcohol consumption is strictly prohibited at all times.



4. ALLEGATIONS AND CONCERNS REPORTING PROCESS

4.1. ABUSE TYPES

Abuse types	Signs to be aware of
1/Physical	Marks, bruises, avoiding others, aggression
2/Sexual	Inappropriate play, attention seeking, grooming (online)
3/Emotional	Aggression, withdrawal, self-harm, anorexia, attention seeking, abuser manipulating to cause distress, bullying
4/Neglect	Homesickness, unused to supervision, ignored needs (medical)
5/Child sex exploitation	Unexplained gifts, older boy/girlfriend, absence, grooming,
6/Female Genital Mutilation	Illegal if done in the UK, legal duty to report, (partial or total removal of female genitals).

4.2. RESPONSE

Response is required in all situations:

- **Disclosure** - If a child tells you something about themselves.
- **Allegation** - If someone (adult or child) tells you they have witnessed something.
- **Concern** - If you or someone has concerns about someone who hasn't said anything.
- **Low level concern** - If you or someone has a concern about adult behaviour with a child.

4.3. THE 5 “RS” PROCESS

Although each situation (see 4.2) calls for a different procedure (see appendix) the same 5 “Rs” process always applies

General process: the 5 “Rs”

Receive/reassure

- Listen (but stay visible, not 1-1 behind closed doors).
- Stay neutral (no revulsion, no “everything will be all right”)
- Stay calm
- “You have done the right thing to speak”
- Do not promise confidentiality
- It will only be reported to those who need to know
- Do not question
- Do not investigate
- A child can be interviewed only once.

React

- Ensure the child is safe from harm

Report

- Tell and write to a designated safeguarding person (DSP) and/or (DSL) and no one else.
- Do not share the identity of the student and that of the accused with anyone else.
- Always report in writing by filling in the online incident report form (available to staff)
- Or, in the absence of form always write:
 - What the concern is
 - What the evidence is
 - What the student said (in case of discussion)
 - What you said

Record

- This will be done by the DSP/DSL when they report to the LSCP

Reflect:

- be aware of your own feelings in the face of the situation.
- It can be distressing
- You can share your feelings with someone whilst maintaining confidentiality, it can help.



5. WELFARE AND IMPLEMENTING SAFEGUARDING POLICY

5.1. RISK ASSESSMENT MUST BE CONDUCTED FOR

- Buildings/facilities/residential living
- Activities
- Excursions, trips
- Closed group of under 16s (with group leaders & the venue)
- Online courses

5.2. GUIDELINES FOR ACCOMMODATION

- **Rooming in centres**
 - with same gender
 - If gender is unidentified/undisclosed. Rooming at discretion of IH (CM) and Group Leader.
 - Grouped by same age: 8-11; 12-14 vs 14-17 where possible
 - In each residential block: a welfare leader + staff of the same sex as students.
 - Ratio overnight: 1:12 (8-11); 1:20 (12-17).
- **Security checks in centres**
 - Security for main door + CCTV in public areas (where possible)
 - 2-hour duty shifts by residential staff (2 genders) + 1 manager
 - Register completed: 10pm, 9am, before afternoon activities
 - Majority of staff are residential
- **Oversight of closed group/bespoke/off-season**
 - GLs must be onsite if accommodation is a residence or hotel
 - Risk assessment to be carried out on all aspects:
 - Meals
 - Main host has enhanced DBS check (home based check option sought)
 - GLs to stay at accommodation or close by. Clear plan for escorting to and from school

5.3. SUPERVISION RATIOS

- **General principles in centres**
 - Students supervised at all times
 - All working or on-call residential staff can be called upon if necessary
 - All staff monitor students at mealtimes
 - WM to design and display on notice boards the rota of residential staff on duty in houses
 - Individual members of staff responsible for a designated group of students during excursions
 - Risk assessment forms are completed before any activity that takes place
 - Regular management drop-ins for courses and activities (including online)

- **Ratios in centres**


Ratios			
	8-11 years old	12-17 years old	Future Leaders
Airport dep/arrivals	1:20	1:20	1:20
Onsite daytime	1:15	1:18	1:20
Onsite overnight (22:00-08:00)	1:12	1:20	1:20
Excursions	1:15	1:18	1:20
Online	1:10	1:10	1:20
Lessons	1:15	1:15	1:20

NB. Due to the residential nature of the activity, the adult ratio is higher in Summer Camps than the actual direct supervision ratio.

- **Supervision for closed group/bespoke/off-season**

Students are only supervised during agreed times between IH and the customer. All of the above applies during IH supervision times.

5.4. MISSING STUDENTS PROCESS

• YL Centres			
			
	1	2	3
	Take register + double check	Report & research missing student.	Action Within 1 hour
Class	Teachers (+ after breakfast, House supervisor to check no one remains in houses, or bring them to assembly) (+ designated person, e.g. student helper to go around classes to double check)	Notify Central channel Notify relevant Group Leader CM may call missing student with emergency phone WM or delegated person search the premises (especially houses). If found, person responsible to escort student back	Person responsible to alert CM CM to act e.g. contact DSL and/or Police. If student not found in 30 minutes: transport may leave 1 staff stays at meeting point, in constant communication with CMT
Activity	Activity leaders (including when activity led by a coach) (+ designated person, e.g. student helper to go around site to double check)		
Excursion	Activity leaders Before (leaving) During (meeting point) After (arrival)		

NB. Prevent student from being lost/missing when travelling off-site:

- That the vehicle used to transport students has the IH logo laminated so that is visible on the front and back window.
 - That all staff are wearing uniform
 - That all students and staff use seat belts
 - That all students are counted on and off the bus
 - That all students and group leaders know the meeting times and places
 - That all students have the emergency contact number with them
 - When walking, please ensure a member of staff is at the front and rear of the group. When crossing any roads please make sure this is done at designated crossings. One staff member should stand in the middle of the crossing and children pass in front of them. Everybody should only walk on pavements, unless crossing a road.
- **For more information, read appendix 3**



5.5. WELFARE PROVISION

• YL Centres (including online courses)

- Welfare manager (WM) is introduced to everyone within 24 hours of their arrival at the centre
- WM to outline responsibilities and importance of rules
- WM to outline all roles related to welfare:
 - Assistant WM and potential delegates
 - The fact that all staff have a welfare responsibility
 - The Designated Safeguarding Person and the Designated Safeguarding Lead
- A poster with Welfare Manager and other roles (WM assistant, DSP) with photo and contact info is displayed around
- The WM and the DSP (or DSL) meet with GLs at least 2 times a week
- The CM (who is also DSP) meets GLs daily
- Parent permission is sought prior to the start date for accommodation, transfers, excursions, dietary requirements, medical information, rules, photo permissions
- All centre management is appropriately trained (see section 1.)
- All centre staff have a duty of care and welfare responsibility for all students (see section 3.)

• Closed Group/bespoke/off-season in London

YL Centre guidance applies as well as :

- Weekly (Friday) reports circulated to relevant staff indicating all U18 students in the school from the following Monday.
- All staff who are using the school database will be aware of students U18 status with a pop-up note on all online registers with U18 symbol next to their name.
- Welfare Manager or Welfare Office Support is available for consultation with any student through Reception or via email, welfare.officer@ihlondon.com
- In order to avoid contact with adult students:
 - Classes will take place in a separate floor (where possible)
 - Separate toilet blocks will be designated (where possible)
 - Break times for the groups will be staggered
 - Group Leaders will be supervising the students during breaks



5.6. FIRE SAFETY

- **YL Centres**
 - A fire drill is carried out within the first 48 hours of the arrival of new students.
 - Fire marshal training is given during the induction for the Welfare Managers
 - Welfare Managers cascade down this training to all residential staff at induction.
 - This includes but is not limited to
 - House supervisors knowing the evacuation procedure & extinguisher location
 - House supervisors checking houses accordingly
 - House supervisors instruct staffing hosted in these houses

NB. As very young (8-11 years old) students sometimes do not wake up during night fire drill, additional staff are allocated to their houses as some will need to be carried out of the building.

- **Closed Group/bespoke/off season in London**
 - There are no additional fire procedures for U18s for the main school.
 - Regular fire drills are organised throughout the year.
 - Evacuation routes are displayed in each room.



5.7. FIRST AID AND MEDICAL

- **Information**
 - IH collects full medical information through a parental form before arrival
 - Emergency medical treatment (if applicable) signed by parent
- **Prescribed Medicine administration**
 - Prescribed medicines are kept in a locked place unless needed for an emergency
 - 1st aid information is display around the campus and forms part of student induction
 - Record times, dates and medication taken on the medicine record sheet
 - Untrained staff are not allowed to administer any prescribed medicine at any time.
 - 16 or 17 can self-administer prescribed medicines if approved through the Parent Permission Letter
- **Resources & equipment**
 - Any U18s needing medical attention will be accompanied by an IH staff (or Group Leader, or Homestay where applicable)
 - All centres have 1st aid kit at least one per house, Management office and excursion.
 - IH staff do not give medicine to students: if needed, GL or parents must be consulted.
 - If further information is needed, staff will contact 111 (NHS) or take the student for professional consultation
 - Approximately 25% of the centre staff are 1st aid trained.



5.8. BEHAVIOUR AND DISCIPLINE

- **YL Centres (incl. Online)**
 - Upon enrolment along with request for permission, parents receive the Student Handbook.
 - Parents must declare that they have read and approve the rules in the Student Handbook
 - Staff remind the students of these rules upon arrival.
 - IH cultivates positive reinforcement through:
 - Celebrating collective achievements
 - Rewarding individual efforts
 - Awarding certificates and prizes, when applicable
 - If IH staff notice any behavioural problems they report to the WM
 - WM can only take a formal sanction after consultation of at least two senior staff members and the relevant group leader
 - Expulsion is last resort, yet immediate expulsion is considered in case of:
 - Possessing and/or drinking alcohol
 - Possessing and/or using illegal drugs
 - Persistently not attending classes and/or activities
 - Such sanction shall require approval of Head Office.
- **Closed group/bespoke/off-season**
 - All of the above
 - GLs have responsibility for behaviour outside classes/activities/excursions.

5.9. AIRPORT TRANSFERS

- **Included shared transfers - general**
 - All students are strongly encouraged to use the airport transport service.
 - The shared transport service is included in all summer centre packages
 - Customers can also request a private transfer service.
 - For London Winter 2025 programme, the shared transfer operates with public transport
 - IH staff will accompany on the transfer unless the transfer service provides a Unaccompanied Minor (UM) service
 -
- **Included shared transfers - organisation**
 - IH dispatches staff to the airport (see also 5.3)
 - All students are met by an IH staff member

- One coach leader (tbd) + sufficient staff (1:20) to cover needs at airport
- Failed departures are checked. Staff to return to airport should this occur
- **Included shared transfers - Unaccompanied Minors (UMs)**
 - IH organises UM pick up at airport (possibly through a “meet & greet” 3rd party (m.&g.))
 - Parents supply the airline with the name of the meeting person (often the m&g manager)
 - Airport IH staff will have a UM letter of authorisation with their name + IH staff ID card.
 - If an issue arises, IH staff at airport contacts Centre Manager or their Assistant.
- **Transfer Opt-out**
 - Customers (group or individuals) can opt-out from the included transfer
 - At booking stage (Sales)
 - Upon booking confirmation (customer experience),
 - Later in the process (YL Head Office)
 - At each stage IH will seek validation from the customer ensuring that they take full safeguarding responsibility during transfer
 - In such case, the individual or group will show as “no transfer” in the system (salesforce).
 - Notes may also be added on the system
- **Private transfers**

Customers (group or individuals) can book a private transfer through IH

In such case this service may include IH responsibility:

- By requesting an Unaccompanied Minor Service from the carrier.
- Or more rarely dispatching IH staff

In such case the individual or group will show as “no transfer” in the system alongside notes(salesforce).

5.10. E-SAFETY AND INTERNET SECURITY

● London centre

The school has procedures to protect students from unlawful, extremist, sexual or otherwise potentially harmful content on the internet.

- A filtering system restricts access to sites and content with two levels:
 - Level 1 is carried out by our ISP which denies access to any websites listed by the Internet watch Foundation: <https://www.iwf.org.uk/>
 - Level 2 is managed by our own security systems (our firewall appliance), which denies access to websites it identifies in these categories:



Security threats (such as phishing and malware); pornography ; Cults ; Hacking ; Illegal drugs ; Violence ; Illegal software ; Child abuse images ; Criminal activity ; Hate and intolerance ; Weapons ;

- The IT administrator has the ability to deny or allow any individual websites/ domains.

These filtering restrictions are effective on :

- Classroom computers
- student and guest wi-fi networks.
- Distinct staff wi-fi IFI

- **Other centres**

IH will request host venues to provide the specifics of their filtering system, and will seek comparable restrictions to the above.

All IH staff receive at induction (induction plan) information on to remain vigilant at all times with the use of connected device and potential threats, especially online bullying, and sextortion.

5.11. SAFER RECRUITMENT AND TRAINING

- **Advertisement**
 - Any advertisement will make clear the School's commitment to safeguarding and promoting the welfare of children, as well as our expectations in terms of equality, diversity and inclusion.
 - IH London uses a declaration form that all applicants for employment will be required to complete containing questions about their suitability for the role (in addition, all applicants are required to account for any gaps or discrepancies in employment history).
 - The declaration form will also include the applicant's declaration regarding convictions and working with children and will make it clear that the post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
 - All applicants will be made aware that providing false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and other professional regulatory bodies.
 - All job advertisements notify prospective candidates that we only employ people who have an enhanced DBS check and 2 suitable references.
 - Applicants are advised that we will ask safeguarding and child protection related questions at the interview stage, based on our safeguarding and child protection policy.

- **Background and Reference Checks**
 - All offers of employment extended by International House London will be contingent upon the following conditions being met:
 1. Receiving proof of the candidates Right to Work in the UK
 2. Receiving Proof of identity and National Insurance Number
 3. IH London receiving two satisfactory references, including their most recent employer (if applicable)
 4. Receipt of satisfactory DBS certificate / Police Certificate (if outside the UK)
 - Any prospective staff member will not be able to start at IH London until all pre-employment checks have been completed in accordance with British Council accreditation guidelines.
 - IH London operates a formal procedure if a DBS Certificate is returned with details of convictions. Consideration will be given to: the nature, seriousness and relevance of the offence; how long ago the offence occurred; one-off or history of offences; changes in circumstances, decriminalisation and remorse. A formal meeting will take place face-to-face to establish the facts with the Safeguarding Lead, relevant manager and the Director of People and Culture. A decision will be made following this meeting.
 - IH London ensures all staff members have an enhanced DBS check and it is renewed every 3 years.
 - IH London encourages staff members to join the DBS Update Scheme.
 - IH London carries out overseas Police checks if a candidate spent more than 6 months outside the UK in the last 3 years. If this is not available, candidate's application form will be reviewed by People and Culture and Director of YL, and additional references will be collected, including at least one verbal reference confirming suitability to work with under 18s.



- **Returning Staff**
 - Any returning seasonal staff within the UK after a break of more than three months will be required to complete a DBS check and provide one reference from their most recent employer (if different from the reference given on first recruitment)
 - Those returning from outside the UK who have worked abroad, must provide one reference. If there has been a period of residence in the UK since last working for IH London, a DBS check will also be required.

- **Safeguarding training**
 - All staff are trained in Basic Awareness Safeguarding Training (f.k.a Level 1)
 - Centre Management Team are trained to Advanced Safeguarding Training for Designated Staff (f.k.a Level 2)
 - IH London ensures annual refresher trainings for all staff members.

- **Details of YL staff employed within the organisation will be recorded on a Central Register by People and Culture team including:**
 - Name
 - Date of Joining
 - ID evidence, e.g. Passport (NB: It is acceptable to show the original document during a Skype interview; however, the original must be seen and copied when the new team member begins their employment)
 - Role in Organisation
 - Confirmation of teaching qualifications, as appropriate
 - PVG (Scotland) / DBS (England) Certificate: Type of DBS check; date of certificate and disclosure number
 - Barred List Check
 - Police Check Information, if no DBS available
 - Confirmation of References received
 - Right to work in the UK.



5.12 PREVENT RADICALISATION AND EXTREMISM

- **International House will support the following core UK values:**
 - Democracy
 - Rule of law
 - Individual liberty
 - Mutual respect and tolerance for those with different faiths and beliefs

- **Situations/contexts leading to radicalisation/extremism include (but are not limited to):**
 - A lack of identity and sense of belonging
 - Loss or bereavement
 - Isolation/exclusion
 - Personal crisis
 - Mental health
 - Sense of injustice
 - Victims of hate crime or discrimination
 - Global events
 - Inspirational speakers
 - Peer pressure
 - Media bias
 - Extremist material
 - All of which can be exacerbated by the internet and social networks.

- **Staff is requested to remain vigilant to potential signs of radicalisation/extremism:**
 - Change in attitude
 - Intolerant/closed minded
 - Isolated
 - Overt new religious practices
 - Fall in work standard - disengagement/poor attendance
 - Accommodation changes
 - Asking questions about certain topics

- **Staff responsibilities are to:**
 - Get to know all students well
 - Observe and be vigilant
 - Contact a DSP to raise any concerns - confidentiality will be assured

APPENDIX 1 - ALLEGATIONS AND CONCERNS REPORTING PROCESS

Procedures

Always follow the 5 “Rs” process with the following nuances

Always report by speaking to a DSP/DSL and through the online form (**available to staff only**)

Procedure 1 Disclosure and Allegation

- if the student speaks to you directly: go through the “reassure” stage
- If the witness comes to you and is an adult: you must direct them to the DSP, but you must also report to the DSP anyway. You may also apply the “reassure” stage.
- If the witness is an Under 18: you may also apply the “reassure” stage, and report to the DSP.
- If the allegation is against a staff member
DSL will follow LSCP guidance including investigating.
Disciplinary procedure applies and the person may be suspended and provided with support
- If the allegation is against an under 18 IH student,
DSL will follow LSCP guidance
DSL appoint a DSP to support the accused, including accompanying them at interviews, inform their parents (group leader and agent if appropriate), and support the process if other agencies involved (e.g. police),

You may not be provided with feedback after the investigation.

All information is recorded and included within the Annual Safeguarding Report.

Procedure 2 Concern

If you observe signs of concerns you may speak to the student without expressing direct concerns or conclusions, e.g. “how are you today?”, “does that hurt? Do you need help? How did that happen?”. But you can also report without engaging with the student. In any case report and do not investigate

Procedure 3 Low level concerns

In this case, the “reassure stage” is not needed.

Common signs of low-level concerns (even if they seem inadvertent):

- Having favourites
- Being over friendly,
- Taking pictures of children with one’s phone,
- Engaging in one to one,
- Humiliating children

What happens next?

The Designated Safeguarding Persons reports to the Designated Safeguarding Lead (**DSL**)

Who report to the Local Safeguarding Partnership (**LSCP**).

If DSL unavailable, you or DSP report to LSCP

APPENDIX 2 – IMPORTANT CONTACTS

LOCAL SAFEGUARDING CHILDREN PARTNERSHIPS (LSCP) CONTACT DETAILS

A DSP or accommodation provider needs to contact the LSCB to report and refer an allegation.

Please see procedure 1 for Allegations and contacting LSCP but if in doubt use them as advisory service.

LONDON

Camden Safeguarding Children Board

Telephone: 020 7974 3377 (9.00am- 5.00pm)

Out of hours: 020 7974 4444 Email: LBCMASHadmin@camden.gov.uk Secure

Email: LBCMASHadmin@camden.gov.uk.cjism.net

For allegations against a member of staff contact the Local Authority Designated Officer (LADO) For Camden the LADO is Sonia Forbes Email: LADO@camden.gov.uk

ACCOMMODATION PROVIDERS: CONTACT THE HOMESTAY BOROUGH'S

LSCB Contact details for all LSCBs for each London borough can be found at:

<http://www.londonscb.gov.uk/london-safeguarding-contacts/>

OXFORD

Oxfordshire Safeguarding Children Board

Call: 01865 815843

Email: oscb@oxfordshire.gov.uk <http://www.oscb.org.uk/>

Contact: The LADO for Oxfordshire is Jo Lloyd. The LADO and Assistant LADO'S can be contacted via lado.safeguardingchildren@oxfordshire.gov.uk or call 01865 810603.

Local Authority Designated Officer (LADO) - Oxfordshire Safeguarding Children Board (oscb.org.uk)

FRENHAM

Frensham Surrey Children's Single Point of Access (SPA)

Phone: 0300 470 9100

Out of hours phone: 01483 517898 to speak to our emergency duty team.

Email: emails are dealt with during normal office hours

For concerns for a child or young person: csmash@surreycc.gov.uk

LADO : Jack Talman <JackTalman@frensham.org>

APPENDIX 3 - REFERRAL FORM - (INFORMATION TO BE SENT TO LSCB)

Date & Time (form submitted)	
Name of School	
Referrer's name and contact details	
Details of staff/other adult or student involved	
Full name	
Date of birth	
Gender	
Nationality	
Any disability	
Role/connection with school	
Home address	
Details of Student under 18 involved	
Full name	
Date of birth	
Gender	
Nationality	
Any disability	
Home address	
Parents name	
Is student known to be at risk?	
Details of Alleged incident	
Date and Time of incident	
Place of incident	
Brief circumstances of incident	
Name of potential witnesses	
Any other information?	
Nature of allegation	
Category (Physical/sexual)	
Was technology involved	
If yes, what type	
Signed (by person submitting	

[Text Wrapping Break]

APPENDIX 4 - MISSING STUDENTS

YL Centres

A student can be excused from lessons/activities by their group leaders through signing a student release form validated (co-signed) at the CM's discretion for an agreed set return time. In such case GL takes on full responsibility for the student.

- Missing from class and activities, including coaching (f.k.a "active options")

Every morning, house supervisor check that no students have returned to the house after breakfast.

If a student has done this, the house supervisor walks them to Assembly/class

Teachers take a register of their class & immediately notifies absence through central communication channel. (E.g. WhatsApp group or Teams chat)

Activity leaders are responsible to apply the same procedure for activities, including when these are led by professional coaches.

- Missing from excursions

Register is taken by activity leaders, before, during (meeting point) and upon return.

If a student is missing, they notify the central communication channel, including CM and WM

If student is not found (e.g. in another group), AL may phone them with emergency phone (The number may be requested from the CM)

If student not found in 30 minutes: transport may leave but 1 staff member will stay at meeting point and remain in constant communication with CMT.

Within an hour, staff member consults with the Centre manager.

Centre manager to take further action: contact DSL and police.

Closed groups/bespoke programmes/off-season

- Missing from class

GL must escort student to and from class & supervise them during break times

If a student is missing. Teacher to contact GL, and advise Welfare manager

If student not found within an hour. GL to contact parents/emergency contact

If not found in two hours, Teacher to inform Welfare manager and DSP or DSL

DSL may contact the police

- Missing from excursion

Same as for summer centre.

- Missing from accommodation

Group leader is deemed responsible for their group in residential accommodation


They report missing student to Welfare Manager, DSP or DSL asap.

If not found in 1 hour, GL to advise parents/emergency contact

If absence continues, Welfare manager to contact DSL (+GL) and consider contacting the police

YL Online courses From English lessons

- Online classrooms are password protected and will be locked 10 minutes after the class has started. Only authenticated users (those who have signed into Zoom) displaying the student's full name will be permitted to join classes
- Parents of children absent from the class will receive an email from the teacher after the lesson. From Social programme
- The online social programme is optional.

• Closed Groups – bespoke – off season specificities			
			
	1	2	3
	Take register + double check	Report & research missing stu.	Action Within 2 hours
Class	GL must escort student to and from class & supervise them during break times	Teacher to contact GL, and advise Welfare manager If student not missing for an hour. GL to contact parents. Emergency contact	Teacher to inform Welfare manager and DSP or DSL DSL may contact the police
Activity	Same as above	Same as above	Same as above
Excursion	U18 must have at all times: ID card, emergency number (on lanyard) Mobile number of GL Student handbooks states what a U18 should do if lost No unsupervised time during excursions	IH staff report missing student to Welfare Manager, DSP or DSL + accommodation asap.	If absence continue within 1 hour , Teacher/Activity leader/Welfare manager informs the DSL. The DSL contacts the police
Accommodation	Group leader is deemed responsible for their group in residential accommodation	GL to search for the student If not found in 1 hour, GL to advise parents/emergency contact	Welfare manager to contact DSL (+GL) and consider contacting the police

APPENDIX 5 - ACRONYMS, ABBREVIATIONS AND RESOURCES

DSP – Designated Safeguarding Person

DSL – Designated Safeguarding Lead

WM – Welfare Manager

GL – Group Leader

AL – Activity Leader

CMT – Centre Management Team

UM – Unaccompanied Minor

Coach Leader – AL with responsibility to supervise an excursion transport

ISP – Internet Service Provider

IT – Information Technology: relates to computer and digital systems

DBS – Disclosure and Barring Service

QTS – Qualified Teacher Status

P&C – People and Culture: department at IH in charge of HR functions and staff

JD – Job Description

F.K.A - Formerly Known As

YL – Young Learner: may refer to the student population (in this case 8-17 years old) or the department within IH that oversees those students.

SCR – Staff Central Register

RESOURCES NSPCC website and whistleblowing Helpline 0800 028 0285

<http://www.nspcc.org.uk/>

KCSIE Keeping children safe in education - GOV.UK (www.gov.uk)

Government advice on criminal record checks overseas:

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>



**International
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Young Learner Centres