



**International
House**
London

**SAFEGUARDING
POLICY
2026**

POLICY DETAILS

This policy was updated in January 2026. It is to be reviewed at least every 12 months or as necessary following changes to staff or regulations with sign off required by the Designated Safeguarding Lead (DSL) after feedback from the DSPs.

Safeguarding updates to be circulated through staff announcements and an annual report to be produced and distributed by DSL in December of each year.

This policy covers all programmes taught at International House London main school premises

International House London
16 Stukeley Street,
Covent Garden,
London,
WC2B 5LQ

Any programmes run by International House London Young Learners either at seasonal centres or at the main site out of season are covered by the Young Learner Safeguarding Policy.

Risk assessments

Risk assessments are done for all buildings and facilities.

They are carried out for general Health and Safety on all social programme trips and on class trips organised by teachers. Additional risks are assessed for U18s if they are on these trips.

RELATED POLICIES TO BE READ:

- RECRUITMENT AND SELECTION POLICY
- HEALTH AND SAFETY POLICY
- ANTI BULLYING AND HARASSMENT POLICY
- EQUAL OPPORTUNITIES POLICY
- WHISTLE-BLOWING POLICY
- GRIEVANCE POLICY
- EMPLOYEE WELLBEING POLICY
- YOUNG LEARNER SAFEGUARDING POLICY
- PREVENT POLICY

All staff policies can be found on the IH London Intranet Site.

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1. POLICY STATEMENT

SAFEGUARDING POLICY STATEMENT

International House London is fully committed to safeguarding the welfare of all children and adults at risk, in accordance with our statutory Duty of Care.

We are dedicated to taking all reasonable steps to promote safe practices and to protect children and adults at risk from harm, abuse, and exploitation.

We recognise our responsibility to respond appropriately to any allegations, reports, or suspicions of abuse, ensuring that concerns are addressed swiftly and sensitively.

All staff and associated adults work collaboratively to foster an inclusive ethos that celebrates diversity, embraces difference, and upholds the rights and dignity of all children and adults under our care.

Definitions

- **safeguarding** – umbrella term meaning ‘looking after’
- **child/children** - anyone under the age of 18
- **adults at risk** - any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and support due to a number of factors such as: physical disability, mental health issues, cultural background, language ability
- **associated adults** - visitors, volunteers, group leaders, accommodation providers, and any other adult (aged 18+) who comes into professional contact with IH students

OUR SAFEGUARDING COMMITMENT

By implementing our child protection and adults at risk policy, International House London are:



1 Building a Safe Team and Culture

The organisation follows safe recruitment procedures to assess the suitability of all staff and establishes clear codes of conduct for all adults involved. Staff receive induction training to understand their legal and moral responsibilities, and all visitors are informed about safeguarding standards when signing in.

2 Empowering Through Training

All staff participate in annual refresher training to reinforce safeguarding practices, and designated safeguarding staff receive additional specialised training. Opportunities for further skills development are offered to promote best practice in safeguarding across the organisation.

3 Partnering with Families and Providers

Parents, guardians, agents, and accommodation providers are encouraged to engage with the organisation's safeguarding practices and, where appropriate, to adhere to this policy. Their involvement helps create a collaborative safeguarding environment.

4 Staying Current and Accessible

To align with evolving national standards, we review and update our safeguarding policy every 12 months. The full policy is accessible on our website, and relevant versions are shared with all staff, group leaders, and accommodation providers to ensure everyone is informed and engaged.

WHO'S WHO

THE SAFEGUARDING TEAM

All members of staff employed by IH London receive appropriate safeguarding and child protection training so that they are aware of their responsibilities and know how to act on them. This forms part of their induction when they start work with the organisation and is organised by People and Culture department. There are, however, key individuals, Designated Safeguarding Persons (DSPs) including the Designated Safeguarding Lead (DSL) to whom any safeguarding and specific child protection allegations and concerns should be reported. A DSP has received advanced (formerly level 2) or higher, safeguarding training.

Name	Role and Title	Contact
Caroline Turner	Designated Safeguarding Lead (DSL) + Prevent Lead - Director of Operations	caroline.turner@ihlondon.com 0207 611 2400
Drew Hyde	Deputy Designated Safeguarding Lead (DDSL) - Customer Experience Manager	drew.hyde@ihlondon.com 0207 611 2400
Pauline Loriggio	Director of English	pauline.loriggio@ihlondon.com 0207 611 2451
Chaya Shetty	People and Culture Manager	chaya.shetty@ihlondon.com 0207 611 2439
Manuel Benchetrit	Director of Young Learner Programmes	manuel.benchetrit@ihlondon.com 0207 611 4571
Joanna Stansfield	YL Operations Manager	joanna.stansfield@ihlondon.com 02076112471
James Latimer	Social Programme Coordinator	james.latimer@ihlondon.com 07905 349 371
Karin Fitzpatrick	Accommodation Co-ordinator/Welfare officer	karin.fitzpatrick@ihlondon.com 02076112409

2.

GUIDELINES FOR CONDUCT



CODE OF CONDUCT

These guidelines are for your protection and following them is requirement for all staff and associated adults working with IH students.

Please remember that any member of staff or associated adult in a school are in a legal Position of Trust.

These guidelines are for the protection of both students and staff.

Appropriate attitudes, behaviour and demeanour towards students and colleagues are expected at all times. Never put yourself in a situation which could be misconstrued.

Members of staff and other adults are to be excellent role models at all times.

Professional standards apply to every part of school life. This includes how we work with colleagues and administration, how we behave in the classroom, how we care for the working environment, and how we conduct ourselves in all interactions with others.

SAFEGUARDING CONDUCT

PHYSICAL TOUCH



- **Children (U18):**
 - Do not initiate close physical contact with children to avoid misunderstandings.
 - In cases like first aid, seek the child's permission before touching them and keep them informed throughout.
- **Adults (18+):**
 - Avoid initiating close physical contact with students unless absolutely necessary, like during first aid. It is important to communicate and ensure that permission continues to be given throughout.
- **Both:**
 - Stay aware of cultural norms around physical boundaries. When unsure, maintain a formal distance.

- **Children (U18):**
 - Obtain parental permission before photographing or filming children. Do not use personal devices to take images.
- **Adults (18+):**
 - Secure written consent before taking photos or videos of adult students. Respect any cultural hesitance toward being filmed.
- **Both:**
 - Use photos and videos only for learning, official marketing promotion, or official training purposes.

PHOTOGRAPHY AND FILMING



TECHNOLOGY USE AND SOCIAL MEDIA



- **Children (U18):**
 - Do not share your personal phone number except in necessary, specific situations. Delete it after the purpose is complete.
 - Do not share your social media accounts with children or accept requests.
 - Always password protect your Zoom room.
 - Supervise students' internet use in class; monitor for inappropriate sites and cyberbullying.
- **Adults (18+):**
 - Only share your phone number with adult students for essential communication, and delete their number after use.
 - Limit social media connections with adult students to after their course ends. Use separate or limited profiles for professional interactions.
- **Both:**
 - Only communicate through the school email system, do not give personal email addresses
 - Keep all interactions professional; avoid sharing personal data.

SAFEGUARDING CONDUCT

MEETINGS OUTSIDE SCHOOL



- **Children (U18):**
 - Do not meet children outside school for personal reasons.
 - Use visible, open-door classrooms for one-on-one lessons.
- **Adults (18+):**
 - Arrange any necessary outside-school meetings in group settings or on school premises to avoid misunderstandings.
- **Both:**
 - Respect cultural sensitivities in all interactions

- **Children (U18):**
 - Complete necessary paperwork for group activities, including emergency contact info for U18s, and delete numbers afterward.
 - Clearly explain the activity details, route, and emergency procedures to the group.
- **Adults (18+):**
 - Prepare documentation for group activities and communicate plans and emergency protocols to all participants.

TRIPS AND VISITS



ALCOHOL AND DRUGS



- **Children (U18):**
 - Never provide alcohol or drugs to underage students. Treat any mention of these topics seriously, and report as needed.
- **Adults (18+):**
 - Approach conversations about these topics with professionalism.
 - Do not drink excessively with or around students.

To engage in sexual activity of any kind, or grooming to prepare the way for sexual activity, with a student under the age of 18 is an abuse of trust and against the law (Sexual Offences Act 2003) and could lead to prosecution.



3.

RECOGNISING AND REPORTING

DISCLOSURES, ALLEGATIONS AND CONCERNS

Disclosure

A disclosure is when a child, young person or adult at risk tells you something that indicates they may be experiencing harm or abuse. It is information shared directly from the individual to you.

Examples:

- *A student tells you someone at home hits them.*
- *A learner says another student has been sending them threatening messages.*

Allegation

An allegation is when someone reports that a member of staff or a associated adult has behaved in a way that could harm a student or put them at risk. It does not need to be proven. It must be treated seriously and referred immediately to the Safeguarding Lead.

Examples:

- *A student says their teacher touched them inappropriately.*
- *A staff member reports that a colleague was seen behaving in a way that breaches the code of conduct.*

Concern

A concern is any piece of information or observation that suggests a person may be at risk or may need additional support. It can be something you notice, something someone mentions, or something that feels worrying but is not a direct disclosure.

Examples:

- *A usually engaged student has become withdrawn and anxious.*
- *You overhear a comment that suggests possible emotional or financial control.*
- *You notice repeated unexplained absences.*

Simple way to remember it

- Disclosure means they told you directly.
- Allegation means someone has reported possible harmful behaviour by a member of staff or associated adult.
- Concern means you are worried based on what you have seen, heard or noticed.


RECOGNISING A SAFEGUARDING CONCERN

If you have concerns about a student's wellbeing, even if they have not disclosed anything to you, it is your responsibility to report it.

Recognising a safeguarding concern starts with understanding the real pressures and challenges our students face in their everyday lives.

What we identify as a concern is shaped by the context of our students' experiences, including living in a new country, managing studies in a second language, financial and housing pressures, social isolation, and the wider personal situations they bring with them.

By understanding this context, staff are better able to notice early



Do not hesitate to share your concerns, no matter how small they may seem. Even minor observations can contribute to a larger understanding of a student's situation and help designated staff provide appropriate support.

If your concern feels vague or you're unsure, you are encouraged to discuss it with a Designated Safeguarding Person (DSP) for guidance.

SAFEGUARDING IN OUR STUDENT CONTEXT

This list highlights the main areas where our students may experience increased pressure, vulnerability, or need for support while studying in London.

Wellbeing and Mental Health

Our learners may be more vulnerable to emotional strain because they are adapting to a new language, education system, and culture at the same time, often without close personal support nearby.

- Anxiety, stress, and pressure linked to language learning and exams
- Loneliness and social isolation, especially in the early weeks
- Emotional strain caused by culture shock, major life changes, and reduced personal support while living abroad
- Trauma connected to past experiences or migration journeys

Living and Financial Pressures

Some learners are managing limited income, insecure accommodation, and the need to work while studying, sometimes alongside ongoing uncertainty about future status and security.

- Unsafe, overcrowded, or unstable accommodation
- Financial hardship affecting food, travel, or access to healthcare
- Students working long hours alongside study
- Worries about immigration status and future security

Personal Safety

Learners may face increased personal safety risks because they are unfamiliar with London, local systems, and safety expectations, and may lack confidence or language skills to seek help.

- Harassment or unwanted attention in public spaces
- Racism, discrimination, or hate incidents
- Sexual harassment or exploitation
- Safety risks when travelling late or navigating unfamiliar areas

Relationships and Social Risks

Isolation, dependence on others for housing, work, or advice, and unfamiliarity with local protections can increase vulnerability to harmful or exploitative relationships.

- Coercive or controlling relationships
- Exploitation by employers, landlords, or acquaintances
- Dependence on one person for housing, work, or immigration advice
- Pressure involving alcohol, drugs, or unsafe social situations

Digital and Online Risks

Learners may be targeted online because they are new to UK systems, unfamiliar with local laws and scams, and often rely heavily on digital communication for support and information.

- Online harassment, stalking, or coercion
- Scams targeting international students
- Misuse of personal information
- Harmful pressure through social media or messaging platforms

Barriers to Accessing Support

- Language barriers
- Lack of understanding of UK systems and services
- Fear of authorities based on past experiences
- Separation from family and trusted support networks

TYPES OF ABUSE

SIGNS AND THINGS TO BE AWARE OF

Type of Abuse	Signs in Children	Signs in Adults
Physical Abuse Intentional harm causing physical injuries.	Unexplained bruises, burns, or marks; flinching or avoiding physical contact; aggressive or withdrawn behaviour.	Frequent injuries with no explanation; fearfulness or avoiding certain people; overuse of pain medication.
Emotional Abuse Persistent mistreatment damaging self-esteem and emotional well-being.	Extreme behaviour (e.g., aggression or withdrawal); low self-confidence; excessive need for approval.	Lack of self-esteem; social withdrawal or isolation; depression, anxiety, or sudden emotional changes.
Sexual Abuse Forcing or enticing someone into sexual activities, with or without physical contact.	Knowledge of sexual behaviour inappropriate for age; sudden changes in behaviour; physical signs (e.g., bruising).	Fearful or anxious in relationships; reluctance to undress (e.g., for medical exams); disclosure of inappropriate relationships.
Child Sexual Exploitation (CSE) Exploitation of children through coercion into sexual activity in exchange for goods, money, or attention.	Unexplained gifts or money; older romantic partners; truancy or missing school; associating with exploitative groups.	N/A (specific to children).
Neglect Failure to meet basic needs such as food, shelter, or medical care.	Poor hygiene or malnutrition; untreated medical issues; frequent absences from school; unsupervised for long periods.	Malnourishment or dehydration; untreated medical conditions; unsafe living conditions; appearing unkempt.
Domestic Abuse Abuse within intimate or familial relationships, including physical, emotional, and financial harm.	Anxiety or fearfulness at home; aggressive or withdrawn behaviour; physical injuries with implausible explanations.	Frequent injuries or excuses for absence; controlling behaviour by a partner; financial exploitation.
Online Abuse Harassment, exploitation, or manipulation via digital platforms.	Sudden secrecy about online activity; excessive time online; receiving gifts or money from unknown sources.	Secretive or anxious about digital activity; signs of cyberbullying (e.g., withdrawal, anxiety); contact with suspicious profiles.
Female Genital Mutilation (FGM) Non-medical removal of external genitalia, typically on young girls. Illegal in the UK.	Disclosure of FGM; difficulty sitting or walking; avoidance of medical exams; extended absence from school.	N/A (specific to children and young women).
Financial Abuse Exploiting or stealing money or property, common in adults at risk.	N/A (not typically applicable to children).	Unexplained withdrawals or missing funds; sudden changes in financial habits; exploitation by caregivers or family.
Self-Neglect Failing to care for personal health, hygiene, or surroundings.	N/A (not typically applicable to children).	Poor personal hygiene or malnutrition; unsafe living conditions; hoarding behaviour; reluctance to accept help.
Radicalisation Adoption of extremist ideologies leading to harm to self or others.	Isolation or withdrawal from peers; sudden ideological changes; obsession with extremist content or figures.	Similar to signs in children, including changes in behaviour, associations, and ideological beliefs.
Trafficking and Forced Labour Exploiting individuals through forced work or transportation for illegal purposes, such as slavery or prostitution.	Sudden disappearance or unexplained absences; signs of control by others; reluctance to speak freely; appearing fearful or withdrawn.	Restricted freedom of movement; working excessive hours without pay; fearfulness or signs of physical abuse.

SAFEGUARDING ONLINE

Safeguarding responsibilities also apply to any learners studying online. Safeguarding standards and expectations apply equally to online and face to face provision and staff still have a duty of care and must respond to signs of risk, vulnerability, or harm.

Key principles

- Professional standards must be maintained at all times in online environments
- Safeguarding concerns should be identified, recorded, and escalated without delay
- Staff should only use approved platforms and communication channels
- Boundaries between staff and students must be clear, professional, and appropriate

In online and remote learning environments visibility of learner wellbeing may be reduced, and informal safeguarding cues noticed in face to face settings may be less apparent

Safeguarding concerns may be harder to identify because online delivery can involve:

- Limited visual information or camera use
- Fewer opportunities for informal interaction before or after sessions
- Greater reliance on learners self reporting concerns
- Learning environments that are outside the school's direct control

Some learners may face situational or environmental barriers that are more relevant online.

For example:

- Isolation from peer support - online learners may not have classmates around them before or after class to compare experiences or seek informal reassurance.
- Reliance on others for access to technology or learning space - some adults share devices, internet access, or physical space with others, which can limit privacy or independence.
- External pressures that restrict privacy or freedom to participate openly - a partner, employer, or family member may be present, monitoring, interrupting, or influencing what the learner can say or do.

These factors do not mean that online learners are inherently vulnerable. They explain why safeguarding risks may present differently online and why staff are expected to remain alert to changes, patterns, or indicators of risk.

Safeguarding concerns involving adult learners online may present through:

- Changes in engagement or behaviour because online settings can mask wellbeing changes that would be more visible in person.
- Signs of distress, fear, or anxiety because learners may be experiencing harm, pressure, or unsafe circumstances outside the learning environment.
- Indicators of control or coercion by another person because a learner's online participation may be monitored, restricted, or influenced by someone else.
- Restricted ability to speak freely or participate openly because of limited privacy, shared spaces, or fear of consequences.
- Statements that suggest feeling unsafe or at risk, even where no detail is provided.

Online concerns, disclosures, or allegations should be reported in exactly the same way as a face to face situation. If you are in doubt or unsure, talk to a member of the safeguarding team.

REPORTING

Whether you are working online or face to face it is important that information is passed on and recorded.

There are two main types of reporting, use the Flag it Form to log any concerns , big or small, use the Disclosure or Allegation form to log any

Flag It Form



Disclosure or Allegation Reporting Form



PROCEDURE - REPORTING A CONCERN

1

Assess the risks

Submit the Flag It form as soon as possible. You can also report your concern in person if you feel it may be urgent. The form is to be used for all levels of concern.

If you feel there is any immediate danger, prioritise the child or vulnerable adult's safety and speak to a DSL about your concern straightaway.

Complete the Flag It form

2

3

DSPs Review and Next Steps

The DSP will always report significant concerns to the Designated Safeguarding Lead (DSL). The DSP/DSL will record the concern in the appropriate records for safeguarding purposes.

The safeguarding team will evaluate the concern and decide on further action. Where appropriate, the submitter will be kept informed on any actions.

Documentation of the Concern

4

5

Seeking External Advice

Be aware that feedback may not be provided to you after the investigation due to confidentiality protocols.

Depending on the concern, the DSP/DSL may seek guidance from the Local Safeguarding Children Board (LSCB) or the Local Authority Designated Officer (LADO). Parties involved will be contacted and spoken to with sensitivity and diplomacy.

Feedback Limitations

6

7

Record-Keeping and Reporting

All information related to the concern is documented and included in the Annual Safeguarding Report.

PROCEDURE - REPORTING A DISCLOSURE OR AN ALLEGATION

1

Ensure immediate safety

Show positive support and reassure them. If possible, provide privacy but act promptly to avoid missing the opportunity for them to speak.

Prioritise the child or vulnerable adult's safety if they appear to be at immediate risk of harm.

2

Listen Calmly and Reassure

Remain calm, even if the details are difficult. Avoid displaying shock or discomfort. Try and remain neutral but show care.

3

Stay Composed and Judgement-Free

Do not promise confidentiality or guarantee that the police won't be involved; clarify that only those who need to help will be informed.

Avoid Promises You Can't Keep

4

5

Just Listen, Don't Investigate

Keep your responses minimal and avoid probing questions. Only listen, as investigations are the responsibility of designated authorities.



Immediately inform the DSP (Designated Safeguarding Person), and accurately complete a Disclosure Form, capturing the details provided.

Report to the DSP and complete the form

6

7

Maintain confidentiality and seek support if needed

Do not share identifying details outside the safeguarding team. If affected, seek personal support while respecting confidentiality.

CHILD PROTECTION ALLEGATIONS

The allegation will be reported to the Local Safeguarding Children Board (LSCB), normally by the DSL or, in their absence, the DSP. If neither are available, the individual that the allegations were made directly to, can contact the LSCB (contact details of which are included in this policy).

The allegations will be recorded by the DSP / DSL.

After dealing with an allegation be aware of your own feelings about abuse and find someone you can share those feelings with once the procedures have been completed, whilst maintaining confidentiality. Dealing with issues of child abuse can be distressing for the adult to whom the abuse is disclosed.



Allegation against another student under 18

If a child protection allegation is made against another under 18 IH student:

1. IH will appoint a suitable DSP to support the person who has been accused.
2. The under 18s parent or legal guardians, (also group leader & agent if appropriate) will be informed of the allegation and kept informed at every stage of the developing situation
3. DSL will follow guidance provided by local child protection authorities
4. If other agencies become involved, e.g. police, the under 18 will be accompanied throughout the process by their DSP support
5. If other agencies are not involved and IH need to carry out an internal investigation, the under 18 accused will be supported by their DSP and accompanied by them to any interviews.

Allegation against a staff member or adult

If a child protection allegation is made against a staff member or adult connected with IH:

1. DSL will follow guidance provided by local child protection authorities.
2. If they advise that IH should investigate the allegation, the IH staff disciplinary procedure will be followed.

Depending on the situation, the staff member / adult may be suspended during the investigation, and provided with support as outlined in the IH disciplinary procedure.

LOW LEVEL CONCERNS – STAFF

Low-level concerns are behaviours that do not meet the threshold for harm but may raise questions about professional conduct or suitability to work with students.

These actions might be unintentional or due to a lack of training but can occasionally indicate grooming or potential future risks.

Reporting helps identify patterns and ensures behaviours align with safeguarding standards. It allows for early intervention to address risks or provide support to staff.

Low-level concerns may include actions such as:

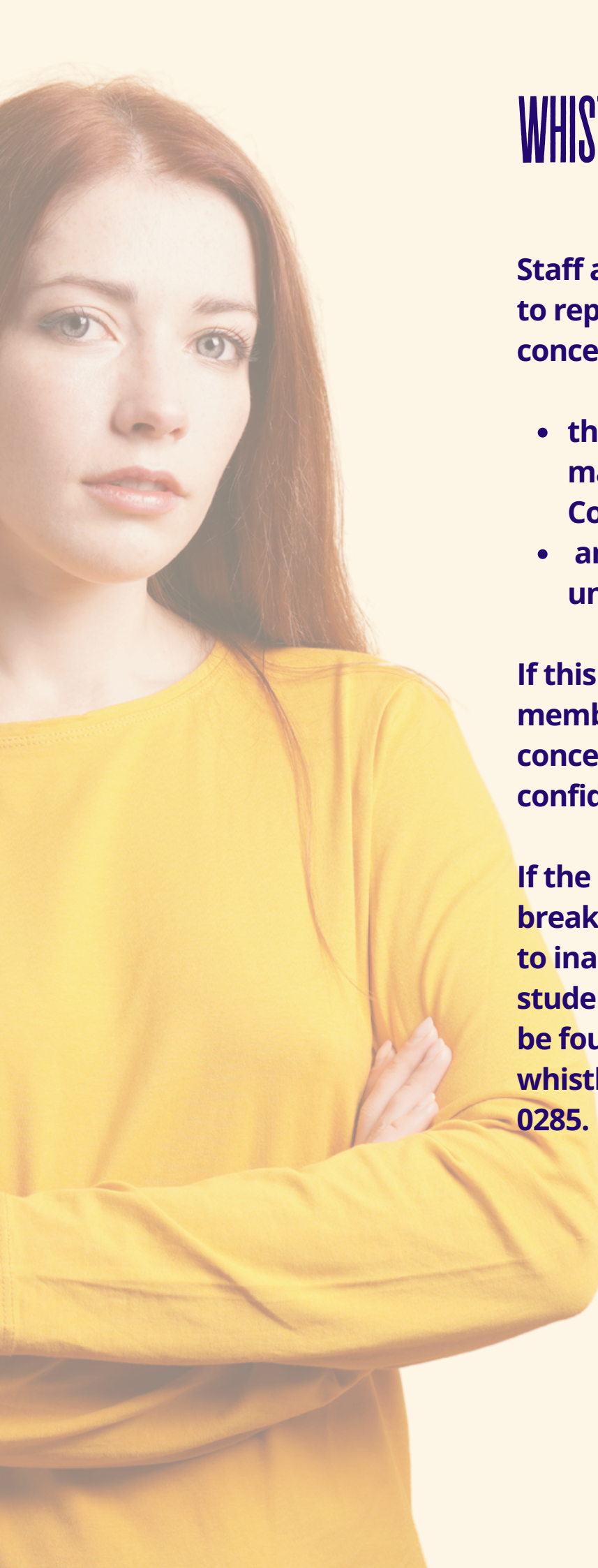
- Being overly familiar with students, including unnecessary physical games or excessive contact.
- Displaying favouritism by giving special privileges or excessive attention to certain individuals.
- Providing gifts, sweets, or other tokens inappropriately to gain favour or popularity.
- Using unprofessional or overly informal language with students.
- Taking photos of students on personal devices instead of approved equipment.
- Changing supervision arrangements or rotas without a valid reason, particularly if it facilitates close contact with specific students.
- Being dismissive of safeguarding practices and training.

Talking About Others

Staff must always demonstrate professionalism and sensitivity when discussing students or colleagues. This includes being mindful of how personal characteristics are referenced.

Specifically:

- Avoid comments about a person's appearance, attractiveness, or other personal attributes.
- Refrain from making remarks that could be perceived as judgmental, inappropriate, or overly familiar.
- Focus on constructive feedback or observations relevant to the student's academic performance or well-being.
- Respect cultural differences and avoid stereotypes when discussing a person's backgrounds or behaviours.
- Ensure conversations about students take place in appropriate settings and only involve those who need to know, maintaining confidentiality at all times.



WHISTLE—BLOWING

Staff are reminded of their legal duty to report to a DSP or the DSL any concerns they have about:

- the behaviour of colleagues who may be breaking the Safeguarding Code of Conduct
- any company practices that seem unsafe and concerns them

If this happens, the reporting staff member will be supported, the concern sensitively investigated, and confidentiality will be maintained.

If the issue relates to a colleague breaking the code of conduct relating to inappropriate conduct with a student under 18, more support can be found through the NSPCC whistleblowing Helpline 0800 028 0285.

RADICALISATION AND EXTREMISM

PREVENT DUTY

The Prevent Duty is a legal obligation under the Counter-Terrorism and Security Act 2015 to safeguard individuals from being drawn into terrorism. This includes identifying and responding to signs of radicalisation while promoting tolerance, inclusion, and critical thinking.

International House supports the following core values identified by the government:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect and tolerance for those with different faiths and beliefs

As an organisation, we recognise that students may encounter a variety of challenges that can increase their vulnerability to radicalisation or extremist ideologies. These challenges may include:

Personal Factors:

- A lack of identity or sense of belonging
- Isolation or exclusion
- Personal crises, loss, or bereavement
- Mental health struggles
- A sense of injustice or experiences of hate crime or discrimination

External Influences:

- Peer pressure or inspirational figures
- Media bias or exposure to extremist materials
- Global events

The internet and social media can amplify these vulnerabilities, providing platforms for extremist content and grooming.

Indicators of Radicalisation in Students

- Significant changes in attitude or behaviour
- Increased intolerance or closed-mindedness
- Social withdrawal or isolation
- Overt adoption of new religious practices
- Decline in academic performance, disengagement, or poor attendance
- Unexplained changes in accommodation or routine
- Unusual questions about sensitive or controversial topics

Staff responsibilities are to:

- Get to know all students well
- Observe and be vigilant
- Contact the DSP (designated safeguarding person) to raise any concerns – confidentiality will be assured



4.

ACCOMMODATION

ACCOMMODATION SAFEGUARDING

Options

Accommodation Choices:

- Adults (18+): May choose student residences, homestay, or privately arranged accommodation.
- Under-18s (16- and 17-year-olds): Are generally placed in homestay accommodation unless staying with family members in London or have pre-approved alternative arrangements.

Homestay Meal Options:

- Homestays offer three meal plans: breakfast only, breakfast plus four meals weekly, or seven meals weekly.

Provider Obligations

Homestay Provider Obligations and Student Holiday Leave

- **Homestay Contract:** All homestay providers sign a contract every two years, reaffirming their commitment to IH London's safeguarding policies and procedures.
- **Student Holiday Requests:** If an under-18 student requests holiday leave from school, parents/guardians will receive an email request for permission. Upon confirmation, the homestay provider will be notified of the approved absence.

Safety Checks

Risk Assessment Frequency:

- Student Residences: Inspected every 12 months.
- Homestay: Inspected every two years.

Required Documents:

Providers must submit annual Fire Safety Assessments and Gas Safety Certificates, which are recorded in the school's system to ensure compliance with health and safety regulations.

Permissions: IH staff assess each accommodation request for safety and appropriateness. If deemed unsafe, IH will inform the student and their parents/guardians, and alternative arrangements will be discussed to ensure safety.

Private Fostering Exclusion:

Under-16s or under-18s with disabilities will not stay in any one accommodation for more than 27 nights. This avoids creating private fostering situations, which would require adherence to local authority regulations.

ACCOMMODATION UNDER 18S

Homestay under 18s

Enhanced DBS Checks:

- All homestay providers hosting under-18 students must complete an enhanced DBS check, including a home-based “working from home” component (check “yes” in Question 66).

Meal Provision:

- Homestay providers for under-18s typically offer seven evening meals per week, ensuring students have consistent, reliable meals.

Emergency Contact Exchange:

- Under-18s and their hosts exchange phone numbers on the first day to ensure easy contact in case of emergencies.

Curfew

Under-18 students must be home by 11:00 pm. Hosts may grant up to two weekly extensions if agreed upon in advance.

Check-in Process:

If an under-18 plans to miss dinner, they must contact the host by 9:00 pm to confirm their safety. If they fail to do so, the host must reach out to the student.

Escalation Procedure for Missed Contact:

- If the student doesn't respond, the host must notify a Designated Safeguarding Person (DSP) via the emergency contact within two hours.
- If the student remains uncontactable for a further two hours, the Designated Safeguarding Lead (DSL) will inform the parents or legal guardians.

Parental permissions

Legal Requirements for Parental Permission on Special Arrangements

For the safety of under-18s, a signed Parental Permission Form is required from parents/guardians for any of the following:

- Staying in a non-homestay accommodation type or choosing a different meal plan.
- Staying overnight with friends, relatives, or in a hotel during studies.
- Arranging personal travel to/from the airport.
- Participating in trips or excursions (within the UK or abroad) not organised by IH London.

Welfare staff provide additional safety information via email to parents and guardians to support informed decision-making before signing the Parental Permission Form.

Information Collected: If the student stays overnight outside of homestay, IH records the address and location.

Risk Assessments for External Trips: If trips or excursions are organised by an outside party, the company's risk assessment will be reviewed, and additional safety guidance will be provided by IH London as needed.

5.

SUPERVISION



SUPERVISION RATIOS

ADULT GROUPS

General English classes have a maximum of 14 students per class/teacher.

Supervision ratios for the adult social programme activities are 1:20. Most activities are therefore capped at 20 participants. *If the activity is also suitable for U18s, the ratio will be 1:18.*

1:20

on social programme
activities for students in
group adult classes

For some of the weekend trips organised by IH the supervision ratios can be higher.

The ratio may be lowered for some activities following a risk assessment. A number of activities are unaccompanied by IH staff, and this is made clear on any promotional material.

For trips or excursions that are not organised by IH, the ratio of guides to students will be checked and the information given to students.

UNDER 18S

Classes specifically for under 18s or under 16s are taught with a maximum of 14 students.

Under 18s are not permitted to join evening classes as there is less supervision then.

For supervision during all social activities, the staff to student ratio is a maximum of 1:18 for 16–17-year-olds.

1:18

on social programme
trips for 16-17 year olds

ACCOMMODATION GROUPS

1:15

for accommodation
groups with under 18s

Where groups of under 18s are placed in residential accommodation, the maximum ratio of Group Leaders (supervising adults) to students is 1:15 for students aged 12–17.

However, some accommodation providers require a ratio of 1:10 for all ages



WHAT TO DO IF A STUDENT IS MISSING

FROM CLASS

- U18 students must sign in at reception and the classroom register by 9:30 am. If not signed in, the Welfare Office will check their whereabouts by contacting the student or homestay provider.
- If the student remains unlocated after 2 hours, the parent/legal guardian is alerted.
- If no contact is established within an additional 2 hours, the Designated Safeguarding Lead (DSL) is informed to review the situation and take further action, such as contacting the police.



FROM AN EXCURSION

Supervision and Guidance:

- All students must stay with the group leader, carry ID cards, and have the trip leader's contact number.
- The trip leader regularly checks attendance and has a list of student contact details.

Escalation Process:

- If a student is missing, the trip leader contacts the emergency number or the Welfare Office, DSL, or DSP immediately.
- If uncontactable within 1 hour (U16s) or 2 hours (U18s), the parent/legal guardian is notified
- If the student remains missing, the case is escalated to the DSL or police.

FROM ACCOMMODATION

Reporting Absences:

- Accommodation providers must report missing U18s if a scheduled contact is missed by 2 hours. For U16s, Group Leaders are responsible for monitoring students.
- Missing students should be reported to the Welfare Office, DSP, or DSL immediately.

Escalation:

- If the student is not found within 1 hour (U16s) or 2 hours (U18s), the parent/legal guardian is contacted.
- If no contact is made after an additional hour, the DSL will review the situation and may involve the police.



6. STUDENT WELFARE AND SAFETY

WELFARE PROVISION



When students arrive, they are introduced to the Welfare Officer.

The Welfare Officer's name, photo, location, and email are on posters around the centre.

Posters around the building clearly identify key safeguarding staff, including DSPs and the DSL.

All under-18 (U18) students meet the Welfare Officer on their first day for an introduction to safeguarding responsibilities and the importance of following school rules.

U18 students are flagged in the school database with a pop-up note on their record, and their names are marked with a U18 symbol on online registers.

Every Friday, a weekly report is generated to identify all U18 students attending the school the following week.

This report is shared with the safeguarding team and other relevant departments.



Students can contact the Welfare Officer or Welfare Officer Support via Reception or by emailing welfare.officer@ihlondon.com.

SAFETY AND SECURITY



AIRPORT TRANSFERS

International House recommends that all students under the age of 18 book an airport transfer arranged by International House unless they are met/dropped off at the airport by a relative or friend.

If students decide not to book an airport transfer, the parent/guardian is asked to notify us of the alternative arrangement. It will also be highlighted to them that there may be difficulties on arrival with UKVI authorities if an under 18 is travelling alone and there is no adult to meet them.

It is also highlighted that there is the potential for things to go wrong and a possibility of the student endangering their own safety and therefore giving them a negative first impression of the UK.

STAYING SAFE IN LONDON

At the welcome talk on the first day, students are given information on safety and security. This includes

- Details of fire procedures
- How to reduce the risks of theft
- The risks from phone and other scams
- Safety using mobile phones and cashpoints
- Care when crossing the road

FIRST AID AND MEDICAL

First Aid for Adults:

- Adults (18+) are expected to manage their own medications unless they require specific support due to a disability or health condition.
- First aid for adults should follow standard first aid protocols, ensuring:
 1. Consent is obtained before administering any first aid.
 2. Staff act within the scope of their training.
 3. Emergency services are contacted if necessary.

Medical Emergencies:

- In the event of an emergency, staff should:
 1. Call 999 for immediate medical assistance.
 2. Provide reassurance to the individual until help arrives.
 3. Record the incident and report it to the DSL or designated manager.

Storage and Administration of Medicines:

- Adults are responsible for their own medications unless pre-arranged accommodations have been made.
- Staff must not administer medications to adults unless trained and approved to do so.

First Aid for U18 Students

Medical Information:

- All U18 students must provide full medical details (e.g., illnesses, allergies, and medications) and a signed Parent Permission Letter, which includes consent for emergency medical treatment.

Prescribed Medicines:

- Medicines must be stored in a secure, locked location (school or homestay), except for emergency-use items (e.g., epi-pens, inhalers). These must be identified to the responsible person (e.g., homestay provider, first aider) upon arrival.
- Untrained staff are not permitted to administer any prescribed medicine.
- Students aged 16 or 17 may self-administer prescribed medicines if approved by their parent/legal guardian on the Parent Permission Letter.

Medicine Records:

- A medicine record sheet must be maintained for U18 students taking prescribed medicines. Responsible adults must log times, dates, and details of medication taken.

Accompanying U18s for Medical Attention:

- If an U18 needs medical attention, a responsible adult (e.g., homestay provider or IH staff) must accompany them.

E-SAFETY AND DIGITAL SECURITY

The school has procedures in place to protect students from unlawful, extremist, sexual or otherwise potentially harmful content on the internet. We have a system of internet filtering that restricts access to certain sites and content.

We have two levels of filtering.

Level 1 is done by our ISP who deny access to any websites listed by the Internet watch Foundation: <https://www.iwf.org.uk/>

Level 2 is managed by our own security systems (which reside within our corporate firewall appliance). We have chosen to deny access to websites which the security system identifies as being in the following categories:

- -security threats (such as phishing and malware).
- - pornography
- - cults
- - Hacking
- - Tasteless
- - Illegal drugs
- - Violence
- - Illegal software
- - Child abuse images
- - Criminal activity
- - Hate and intolerance
- - weapons
- - peer to peer

We also have the ability to deny or allow any individual websites / domains.

These filtering restrictions are in place anywhere that students (or guests) can access the internet such as the classroom computers, library computers and student and guest wi-fi networks.

There is information on the student portal about keeping safe online.

SAFER RECRUITMENT

Overview

Safe Recruitment is the process of ensuring that all individuals working with children, young people, and adults at risk are suitable for their roles and committed to safeguarding practices. It is a cornerstone of our safeguarding culture, designed to prevent harm and promote a safe environment for everyone within our organisation.

Our Safer Recruitment Practices

Our safer recruitment practices are embedded in the Recruitment and Selection Policy and include the following key elements:

1. Recruitment Process:

- Job advertisements include a commitment to safeguarding and specify the need for enhanced DBS checks and suitable references.
- Interviews include safeguarding-specific questions to assess candidates' understanding and suitability.

2. Pre-Employment Checks:

- Enhanced DBS checks are mandatory for all staff and renewed every three years.
- Overseas applicants provide police checks or additional references if checks are unavailable.
- No staff member may start work without satisfactory DBS clearance, except under risk-assessed measures in exceptional circumstances.

3. References:

- Two references are required, including one from the most recent employer, to confirm suitability for working with under-18s.
- References are directly obtained and verified by People and Culture (P&C).

4. Monitoring and Compliance:

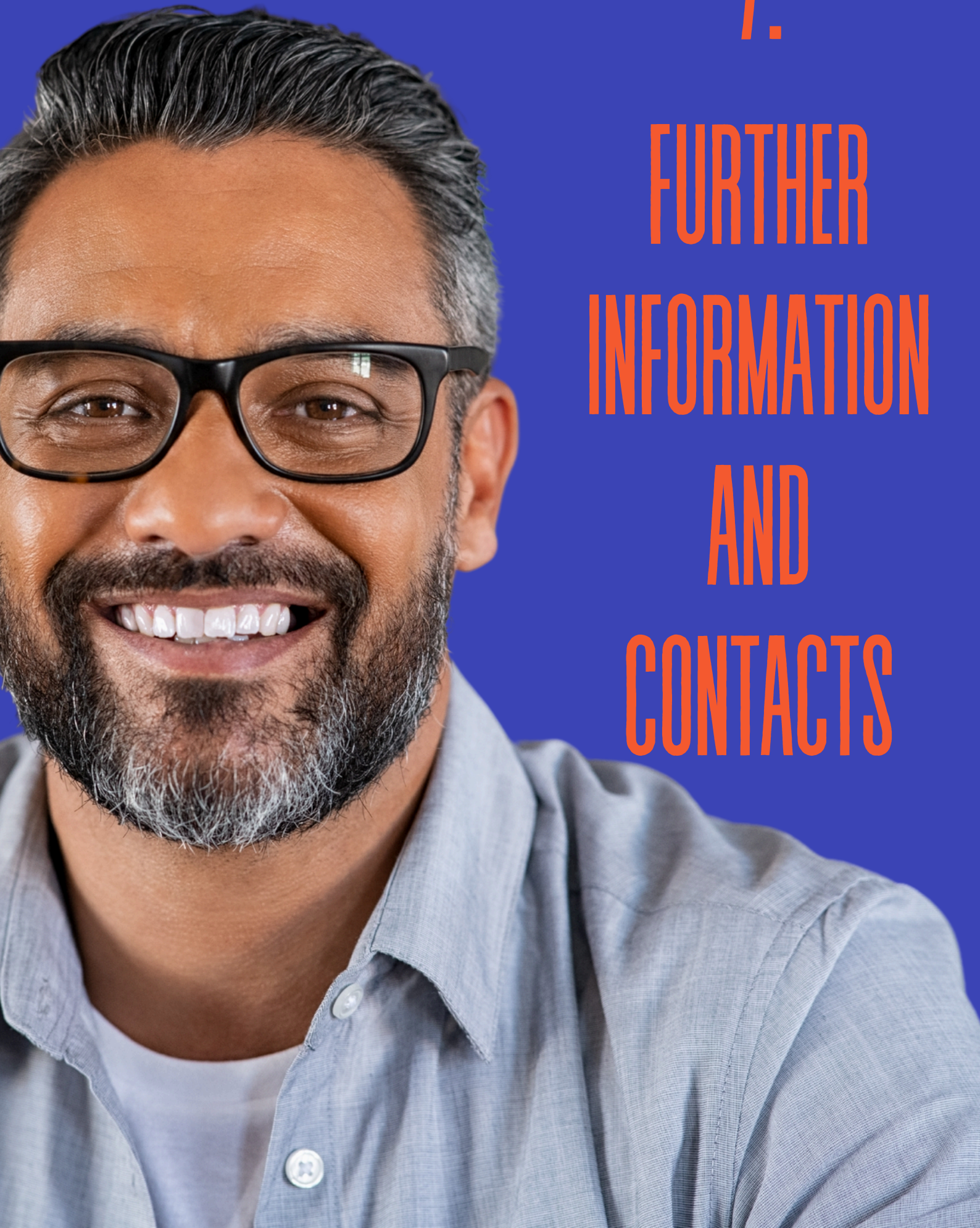
- Staff are encouraged to join the DBS Update Service for continuous monitoring.
- A Central Staff Register tracks DBS checks, references, and right-to-work documentation.

5. Induction and Training:

- All staff complete safeguarding training during induction.
- Annual refresher training ensures ongoing awareness of safeguarding responsibilities.
- A large number of staff have completed Safe Recruitment training.

Further Information

For more detailed procedures, please refer to the Recruitment and Selection Policy.



7.

**FURTHER
INFORMATION
AND
CONTACTS**

Local Safeguarding Children Partnerships (LSCP)

Contact Details

A DSP or accommodation provider needs to contact the LSCP to report and refer a disclosure or a concern. Please see procedure 1 for reporting a disclosure and contacting LSCP but if in doubt use them as advisory service.

For IH London

Camden Safeguarding Children Partnership

Telephone: 020 7974 3317

(9.00am- 5.00pm)

Out of hours: 020 7974 4444

Email: CSCP@camden.gov.uk

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

Refer a case to the **Local Authority Designated Officer (LADO)** where it is alleged that a person working with children has:

- behaved in a way that has harmed a child or may have harmed a child
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children (a transferable risk).

The Designated LADO for Children in Camden is Jacqueline Fearon.

How to refer

The responsible safeguarding lead should complete the LADO agency reporting form and email this to the LADO mailbox LADO@camden.gov.uk

The mailbox is regularly checked by the LADO and who will contact the referrer as soon as possible to discuss the case and decide what action to take.

In cases where it is necessary to speak directly to the LADO, responsible officers can call 020 7974 4556 and ask to speak to the LADO. Referrers may reach a voicemail message and be asked to leave a message but this will be returned as soon as possible.

It is strongly recommended that a referral is sent to the LADO mailbox in the first instance.

For all accommodation providers please contact the homestay borough's LSCP

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

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

For more information, please refer to:

Keeping Children Safe In Education 2024 - Part 1 for all staff
Keeping Children Safe in Education 2024 (Full version)

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

NSPCC website and whistleblowing Helpline 0800 028 0285
<http://www.nspcc.org.uk/>

Please visit the IH London Intranet page for more information
<https://internationalhouselondon.sharepoint.com/sites/Safeguarding>

FEEDBACK

We are always looking to improve our safeguarding and welfare procedures.

If you have any queries, suggestions or worries regarding the information contained in this policy, or require further clarification of any points, please do not hesitate to contact, the DSL or any one of the DSPs.

END OF POLICY