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# SAFEGUARDING POLICY

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## 1. Introduction

Weymouth English Centre (“the school”) provides English language courses in Weymouth for children and young people aged between 13 and 17. On exceptional occasions, students aged 12 are also admitted. The courses include accommodation with local homestays, a full programme of activities and excursions and airport transfers.

## 2. Definitions

“Abuse” is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender, age or culture. Abuse can take a number of forms, including:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect

“Accommodation agency” is Homestay and Venture Breaks, which organises accommodation for the school's students and teachers and can be contacted on 07802 – 803303.

“Activity leader” refers to the staff employed by the school to accompany students on the activities and excursions on their programme of activities.

“Child”, “children”, “pupil” or “student” in the context of this policy refers to anyone under the age of 18.

“Child protection” means protecting children and young people from harmful behaviour.

“Designated staff” are the members of the school’s staff who look after all day to day matters concerning safeguarding.

“Designated safeguarding lead” is the person or persons who have the overall responsibility for all matters of safeguarding at the school and are involved with any major decisions concerning safeguarding.

“Educational tour operator” (“ETO”) is an organisation which sends groups of students to the school.

“Group leader” refers to the leaders accompanying closed groups of students.

“Safeguarding” is an umbrella term which in this context means “looking after”.

“Staff” or “member of staff” refers to anyone who is employed by the school, is contracted by the school or provides a service on behalf of the school.

“Students” refers to all people attending courses at the school as learners.

“The school” refers to Weymouth English Centre and its work, including lessons, accommodation, programme of activities and airport transfers.

“Transfer leaders” are members of the school’s staff and taxi drivers who meet students on their arrival at an airport and accompany them to Weymouth and accompany them back to their airport at the end of their course.

This policy applies to all children and young people regardless of gender, ethnicity, nationality, disability, sexual orientation or religion.

### 3. Safeguarding Children at the School

Safeguarding legislation is set out in The Children Act (1989) and (2004) and Safeguarding Vulnerable Groups Act (2006) and features in the United Nations Convention on the Rights of the Child.

All students attending courses at the school have a right to be protected and safeguarded and the school has a duty of care to protect and safeguard them all, regardless of age, race, gender or religious beliefs.

The school considers maintaining a safe and supportive environment for all its students to be of paramount importance.

### 4. Duty of Care

All adults who have any contact with the school's students, such as all members of staff, group leaders, homestays, coach and taxi drivers and all involved with the provision of activities, have a legal duty of care and responsibilities to safeguard the children they come into contact with.

The school makes all such adults aware of their responsibilities under this policy. All members of staff receive training before they come into contact with the school's students.

They must be vigilant. They must report any concerns or allegations, however small. First contact should normally be with one of the following designated safeguarding lead within the school:

- While the courses are running: the designated safeguarding lead: Andrew Pitman, at [andy@weymouthenglishcentre.com](mailto:andy@weymouthenglishcentre.com) or on the telephone number shown on each student's programme of activities and which is provided, in advance, to all members of the school's staff, homestays, activity providers and all other adults who come into contact with the school's students.
- While the courses are running and at any other time: Christopher Hills (the Centre Manager and a director of the school) on 07453 – 987210 or at [chris@weymouthenglishcentre.com](mailto:chris@weymouthenglishcentre.com).

Any concerns or allegations can also be reported to these external agencies:

- Dorset Safeguarding Children Board on 01202 228866 or at [MASH@dorsetcc.gov.uk](mailto:MASH@dorsetcc.gov.uk)
- the police on 111 or, for emergencies, 999
- NSPCC (National Society for the Prevention of Cruelty to Children) on 0808 800 5000

### 5. Associated Policies

The following policies, agreements and guidelines are associated with this policy:

- Acceptable use agreement (see appendix A1)
- Airport transfer policy (see appendix A2)
- Bullying and abusive behaviour policy (see A3)
- Child protection guidance (see appendix A4)
- Child Protection Policy (see appendix A5)
- Photo and Video Policy (see appendix A6)
- Preventing extremism and radicalisation safeguarding policy (see appendix A7)
- Student attendance, absence and punctuality policy (see appendix A8)

- Staff recruitment policy (see appendix A9)
- Student code of conduct (see appendix A10)

## 6. Structure, Roles and Responsibilities

Andrew Pitman is Weymouth English Centre's designated safeguarding lead. He leads the safeguarding team on all issues of safeguarding, including child protection, while the courses are running and is the school's main point of contact on all safeguarding matters.

Any adult or student who becomes aware that any student or students are in any danger of being harmed should inform Andrew as soon as possible.

Email: [Andy@weymouthenglishcentre.com](mailto:Andy@weymouthenglishcentre.com)

His mobile number is shown on each student's programme of activities which is provided, in advance, to all members of the school's staff, homestays, activity providers and all other adults who come into contact with the school's students.

If Andrew is not available, Christopher Hills (see below) should be contacted.

Christopher Hills, centre manager and director, has overall responsibility for Safeguarding at the school. He is responsible for preparing and updating the safeguarding policy. He is also a designated safeguarding lead. Anyone who has any safeguarding concerns (including child protection issues) should contact Andrew (see above) but if he is not available, they should contact Christopher. If he is also not available, they should contact Kate Cragoe (see below).

Email: [Chris@weymouthenglishcentre.com](mailto:Chris@weymouthenglishcentre.com)

Mobile: 07453 987210

Kate Cragoe, course coordinator, is a member of the school's safeguarding team. She is involved with all safeguarding issues which affect student travel or accommodation.

Email: [Kate@weymouthenglishcentre.com](mailto:Kate@weymouthenglishcentre.com)

Mobile: 07445 274020

Jennie Parsons, accommodation officer, is also a member of the school's safeguarding team. She is involved with all safeguarding issues which affect homestays.

Email: [jennie@homestayandventurebreaks.com](mailto:jennie@homestayandventurebreaks.com)

Mobile: 07802 803303

Group leaders

Where students come to the school with a group which has its own group leader(s), students who have any safeguarding issues might find it easier to speak first to their group leader, especially where language might otherwise be a problem.

The contact numbers for group leaders are shown on each student's school ID card, which students carry with them at all times, as well as on their programme of activities. Homestays are also provided with these numbers.

Group leaders will be involved with any safeguarding issues which affect any of their students.

Students, whether booked as part of a group or attending as individuals, should look out for one another and inform a member of staff if they become aware that a fellow student has a problem which could affect their safety or well-being.

## 7. Involvement of Students

This safeguarding policy is available to everyone on the school's website.

Parents or guardians are asked to discuss the student code of conduct with their children and to make them aware of the need to follow the school's rules and guidelines in order to stay safe. Parents or guardians sign a declaration to confirm that they have done this.

Students are provided with another copy of the code of conduct during their induction on their first day at school, when a member of staff explains each point with them. They are also informed about looking out for one another.

Students are provided with ID cards with contact details for the school, including a 24-hour emergency number which is manned by a member of the school's safeguarding team, as well as contact details for any group leaders. They are told to keep this card with them at all times and to contact one of these people if they have any safeguarding concerns at any time.

Important cultural differences are discussed with the students during a special cultural differences lesson on their first day at school.

Information specific to safety relating to individual activities or excursions is given to all the students on the activity.

## 8. Designated Team Working Method

When a member of the safeguarding team or other member of staff is made aware of a concern or allegation, that person informs the designated safeguarding lead as soon as possible.

As soon as the designated safeguarding lead is made aware of any concern or allegation, he informs Christopher Hills. If the issue involves homestay accommodation, Kate Cragoe and/or Jennie Parsons are informed.

The safeguarding team will then meet as soon as possible and appropriate to decide on a plan of action, including a timetable with deadlines. This plan of action may be carried out by the designated safeguarding lead or any other member(s) of the safeguarding team, as considered best and appropriate by the designated safeguarding lead.

If any allegation is made about any member or members of the safeguarding team then those members must not be included in these discussions.

The designated safeguarding team reviews the safeguarding policy at the end of each summer season, taking into account the feedback and suggestions from other members of staff, particularly any who have been involved with any safeguarding issues during the season. This review considers all aspects of the safeguarding policy and assesses the effectiveness of existing procedures in the light of any issues which have arisen since the previous review. The team produce a list of any changes they feel would make the policy more effective.

Christopher Hills collates all the agreed changes and produces and publishes an updated policy.

## 9. Publication of Policy

Other school policies contain information relating to safeguarding. Copies of all these policies can be found in the appendix at the end of this policy.

The full version of the safeguarding policy, including its appendix, is published on the school's website, where it can be downloaded. This version is supplied to all members of the school's staff as well as all who apply to work with WEC.

Simplified or shortened versions of this policy for specific groups of people, such as students, homestays and group leaders, are also available. These shorter versions contain the information relevant to each group. The students' version has been written in a level of English that should be understood by all the school's students.

There is a link to the policy from the "For Parents" page of WEC's website. It is also available from the "About" button on the top menu of each page of the website.

Students and their parents are given a link to the student version when they receive their course papers.

The policy is also mentioned on page 14 of the Student Information booklet, which is sent as part of the course papers. This details the link to where the students and their parents can download the policy.

Staff are asked to read the full policy and verify that they have done so before the staff induction, when the policy is discussed in detail.

WEC's accommodation agency asks all homestays to read the policy and gives them details of where they can find this.

WEC's suppliers are made aware of this policy and given a link to the document.

The link to this policy is given on each copy of the students' programmes. Homestays are also provided with a copy of their students' programmes with this link included.

## 10. Code of Conduct for Adults

Students at the school come from a variety of different cultures, where acceptable or expected behaviour can also vary considerably. Many of these students will not be aware of what is considered appropriate or inappropriate behaviour in the UK.

The school needs to protect both students and adults from any behaviour or actions which might be misunderstood. The code of conduct aims to create a safe culture within the school and build trust between students and adults.

The code of conduct for adults applies to all adults who come into contact with the school's students, including the school's staff, homestays, group leaders and providers of activities and transport.

### 10.1 Standards

All adults must:

- be excellent role models
- behave professionally
- treat everyone with respect
- listen to students
- consider the well-being of all students in all they do
- use appropriate language

- contribute to discussions about safeguarding
- positively involve people in developing safe practices

## 10.2 Adult – Student Interaction

When interacting with students, all adults should be positive and use praise whenever possible rather than negative language. They should be fair and deal evenly with students. They should use appropriate behaviour and language.

Physical contact of any kind between adults and students is not acceptable except under some special and exceptional circumstances (for example when comforting a student under distress, but then only for a short time and in an appropriate manner, such as putting an arm round the student's shoulder. This should be for a short time only and a fellow member of staff should be informed at the earliest opportunity).

Physical contact during sports activities should be kept to an absolute minimum.

There should be no physical contact in the classrooms.

In the event of a fight, physical intervention might be necessary to break up the fight, though this should only be used as a last resort.

Adults must respect the privacy of the students, especially in areas such as changing rooms at the sports hall or swimming pool. If a member of staff is needed to go into changing rooms, it must always be a member of the appropriate gender.

Staff, group leaders and all other adults except homestays must not socialise with students outside their regular duties for the school.

Adults should avoid getting into situations which might be misconstrued or misunderstood. Where such a situation might arise, for example a female student alone in a room with a male teacher, the adult concerned should notify another member of staff as soon as possible, explaining what is happening and asking for a female member of staff to join him. It is very important to avoid situations where there are no witnesses to confirm events at a later date: always try to have someone with you when potentially difficult situations arise. Failing this, try to get someone to join you as soon as possible. If this is not possible, move to a more public area where you are not alone with the student.

## 10.3 Position of Trust

All adults who come into contact with the school's students are in a "position of trust". The Sexual Offences Act 2003 states that any person in a position of trust engaged in sexual activity of any sort with students under the age of 18 is breaking the law (even though legal age of consent is 16).

## 10.4 Appropriate Appearance

An adult's appearance has an effect on many students and it is difficult for some students to respect an adult or his or her role if he or she does not dress appropriately.

Activity leaders, teachers on activity leader duties, the centre manager, course coordinator and activities manager should wear the school's T-shirts and fleeces whenever on duty.

Clean and tidy clothes and general appearance are important.

Avoid showing too much bare skin.

Bad breath or body odour can have a very negative effect on other people and must be avoided.

## 10.5 Alcohol, drugs and smoking

Adults have an extremely serious responsibility regarding alcohol, drugs and smoking when working with students since, for many students, they will be role models. It is better to educate students about the dangers of using addictive substances than to make jokes about them.

Staff should never drink alcohol while on duty. Even when not on duty, members of staff continue to be role models and reflect the standards of the school in public. Excessive consumption of alcohol or bad behaviour in public places is not acceptable and may lead to a disciplinary procedure.

Smoking is not permitted anywhere on the school premises or during any activities, excursions or airport transfers. The school's staff must never smoke in front of the students, whether on or off the school premises.

If a member of staff sees a student smoking, the member of staff should ask the student to stop, reminding him or her that this was included in the student code of conduct and that such behaviour is not legal. The member of staff should report the incident to a member of the Safeguarding Team.

The possession or use of any illegal substances is not permitted and would lead to disciplinary procedures.

## 10.6 IT and Social Networks

Students should only have access to the internet where proper and full child protection has been installed on the pc or network that they are going to be using. This includes internet access at homestays.

The college computers as well as the college Wi-Fi network have appropriate child protection software installed which prevents access to unsuitable materials including extremist websites as required under the school's "Preventing extremism and radicalisation safeguarding policy".

Students are provided with the email addresses of their homestays before they come to Weymouth in order that they communicate with their homestays where the relevant homestay has agreed to this in advance. Such homestays should keep any email exchanges with their students to relevant content.

With the exception of the above, adults should not give students their email addresses and they should not ask students for their email addresses.

More information is given in the Safe-Use Agreement (see appendix A7).

## 10.7 Accommodation

Homestays must ensure that their guests have privacy., especially in the environment of the bathroom and bedroom. This includes ensuring that there is a working lock on the bathroom or toilet door.

They should avoid appearing in a partially or fully undressed state in any area where their student(s) might see them. They should, for example, cover themselves when walking to or from the bathroom or shower room.

To avoid any misunderstanding, all members of homestays are advised not to enter a student's bedroom before first knocking on the door and waiting a few seconds.



## 10.8 Transport

All taxi, minibus and coach companies that provide transport for the school must supply written confirmation that they will only use drivers who have been properly DBS checked and that all vehicles used have current road worthiness certificates.

Teachers, activity leaders and other direct employees of the school should not use their own vehicles to transport students.

Homestays who are unable to collect students from the arrival point or return them to the departure point may use another adult family member or person they trust to collect the student. If the student cannot be brought straight to the homestay then the accommodation agency must first be informed. The student must be with a trusted adult at all times.

## 10.9 Favouritism and Gifts

The school's staff should never show favouritism towards any particular students. This would leave the other students feeling left out and could easily lead to accusations from one or more of them.

In some cultures, giving gifts to teachers is acceptable. It can, however, also lead to accusations of bribery. The school advises students not to give any gifts of more than a value of £10. The staff should not accept any gifts above this value without first obtaining clearance from a member of the safeguarding team.

## 10.10 Whistle-blowing

Members of the school's staff have a legal obligation to inform the school's management if they have any concerns or suspicions about any colleagues not following the school's code of conduct. Any such matters can be reported to any member of the safeguarding team or to the NSPCC whistle-blowing helpline on 0800 028 0285.

Any report will be treated completely confidentially. The person reporting the concern will not be penalised in any way.

# 11. Training

## 11.1 Responsibility

The designated safeguarding lead Christopher Hills is responsible for ensuring that all members of staff have appropriate training.

All members of staff need to have training in basic awareness in safeguarding. This is supported with further training during the staff induction sessions.

The main carer in each homestay needs to have training in basic awareness in safeguarding.

All designated staff need to have advanced safeguarding training.

All designated safeguarding leads need to have specialist safeguarding training for the designated lead.

## 11.2 Provision of Training

All members of staff receive basic awareness in safeguarding training via an online training course. This is supported by additional training in person at the induction sessions at the school at the start of each season. All staff must attend the on-site training even if they have done it before as the training is updated annually according to any issues experienced the previous season.

All designated staff receive advanced safeguarding training either at the school by a designated safeguarding lead or via an external provider, normally English UK. They attend a refresher course at least once every two years.

All designated safeguarding leads receive specialist safeguarding training for the designated lead provided by an external provider (normally English UK). They attend a refresher course at least once every two years.

The main carer in each homestay is required to complete the basic awareness in safeguarding online course. The main carer is then responsible for training all other adults in the household about safeguarding issues. The accommodation agency also provides further information specific to the school's environment and discusses Safeguarding with members of the homestay.

## 11.3 Ensuring Understanding of Safeguarding Issues

Safeguarding issues are discussed regularly during staff meetings, when staff are asked random questions as a means of checking that they are up to date with the school's policies and have understood the issues and procedures that the school has in place to deal with them.

The accommodation agency discusses safeguarding matters during visits to homestays in order to ensure that homestays have understood them and she provides any further help and information that she deems necessary or advisable.

## 11.4 Training Records

All training at the school is recorded, with a note of the date, the name of the participant, the contents of the course and confirmation that the participant completed the course.

Participants on external courses are required to provide the school with copies of their certificates.

# 12. Welfare and Implementing Safeguarding

## 12.1 Risk Assessments

Risk assessments are carried out on all aspects of the school's work. The risk assessments are available for all members of staff, students, homestays and others to see. The importance of risk assessments and how to use them forms part of the training in the school's induction sessions for new and returning staff.

The appropriate risk assessment is included in the activity leaders' pack for each activity or airport transfer. The activities manager discusses each activity with the activity leaders in advance and ensures that they understand the risk assessments.

Activity leaders are observed regularly and the provision of information to students according to the risk assessments is assessed as part of this observation, with feedback to the activity leaders immediately afterwards where possible, otherwise normally the next day.

The risk assessments are reviewed regularly. Activity notes are given to each activity leader about each activity they go on and the school asks for their feedback about any additions or changes that they feel should be made to the risk assessments. Any suggestions are incorporated into revised risk assessments as soon as possible, normally within 48 hours.

## 12.2 Levels of Supervision

### 12.2.1 School

From Monday to Friday they have lessons at Weymouth College, normally from 09:00 to 12:30. There are two supervised breaks during the morning. Students must remain on the school premises during these breaks.

On their first Monday, most students are brought to the college by their homestays. Any homestays who are not able to bring their students on the first day are asked to show them their nearest bus stop the previous evening or on the first morning. Students are also provided with detailed street maps of Weymouth and Portland on which the college and all the school's main meeting places are shown, as well as the bus stops for the journey home.

Students take their lunch in the college canteen and remain under supervision on the premises until their programme of activities starts.

### 12.2.2 Weekday Afternoons

These activities start from the college at various times between 13:00 and 14:00. Local activities finish at or soon after 16:00. Weekday excursions finish between 17:00 and 18:00.

Some students also book the school's intensive course, which has two further afternoon lessons per week.

Students on the sailing, windsurfing and outdoor adventure courses attend these activities each weekday afternoon, departing from the college at 13:00 and returning to the local bus stops around 16:30.

Students must be home for their evening meal by the time set by the homestay, which is usually 18:00.

### 12.2.3 Weekday Evenings

On four weekday evenings there is a programme of evening activities, where most activities start at 19:30.

On the evening of the weekday excursion students go back to their homestays for their evening meal and the evening is a designated "family evening" when students undertake an activity with their hosts. If students wish to go out this evening they must follow the "Away From Homestay" procedure described below in section 12.2.7.

### 12.2.4 Saturdays

Each Saturday there is a full day trip to a place of interest. On these trips a coach stops at a fixed set of pick-up points so that students do not have to walk or travel far before meeting their coach and leaders. Depending on the destination and pick-up point, the departure time can be between 07:00 and 08:00 for a trip to London and between 08:00 and 09:00 for all other destinations. Students usually get some free time during day trips. They are told to stay in small groups and to remain within designated areas during this time. This free time can be for a maximum of two hours.

At the end of the day the coach drops the students off at a central point close to the bus stops where the students get their buses back to their homestays. London trips arrive here at about 20:30, all other trips arrive by about 18:30. Activity leaders ensure that each student gets on the right bus and they wait until the last students have left. Students spend the rest of the evening with their homestays.

On all day trips and weekday excursions, all the students receive a card with the mobile telephone numbers of the activity leaders as well as the emergency number of the school.

### **12.2.5 Sundays**

Each week is very full and students enjoy some free time to relax. Sundays are free days to spend with the students' homestays. If they wish to go out without their homestays, they must follow the "Away From Homestay" procedure described below in section 12.2.7.

### **12.2.6 Unsupervised Time**

Students are not under the school's supervision when travelling to school each morning or returning to their homestays.

Some students live close to the college and will walk to school, but most will use the local bus service, where a weekly pass allows unlimited travel. Students are housed in certain areas where the school has several homestays so that there will normally be other students travelling to and from school on the same bus.

Students also travel by bus, unsupervised, to the meeting places for the evening activities. These venues are at several locations in Weymouth and are detailed on each student's programme of activities as well as marked on the street map which is given to each student. At the end of the weekday evening activities, activity leaders take the students to their central bus stops in Weymouth, make sure that each student gets on the right bus and wait until the last students have left. Students must go straight home to be at their homestays by 22:00. The different activities on any evening are timed so that all the students go home at the same time. This ensures that there are always several students on the same bus and going to the same area.

If students wish to go out without their homestays on the "family evening", after the Saturday excursion or on Sundays, they must follow the "away from homestay" procedure described in section 12.2.7 below.

### **12.2.7 Away From Homestay Procedure**

If students wish to leave their homestays for activities which are unsupervised – i.e. outside lessons and the organised activities and excursions - they must ask a member of WEC staff or their group leader for permission. They must tell the school and their hosts where they will be going, who they will be with and what time they will be home.

Provided the school (and the group leader if applicable) is happy with the arrangement, they may go out locally but must not leave Weymouth or Portland.

Students must always be home by the time stipulated by their homestay or by 22:00 at the latest.

If they go out on Sunday for more than three hours, they must do one of the following:

1. Come to the central meeting place in Weymouth at some time between 13:00 and 14:00. The meeting place is detailed on the programme of activities for that day - or
2. Call the activity leader at the time shown on the programme for that day to let us know that they are safe: the number is also shown there – or
3. Check in using a special app on their phone. The school will provide details of the app and how to use it, provided that the student's parents give their permission for the use of this app on the "levels of student supervision" document they complete before the student comes to Weymouth.

The school carries out random checks to ensure that this procedure is being followed.

## 12.3 Supervision Ratios

A risk assessment has been carried out for each activity and these risk assessments show the maximum ratio of students to members of staff for each individual activity.

The overall maximum ratio is 20 students for each member of staff. The ratio may be lower for some activities: the ratio for each activity is shown on the risk assessment for that activity.

There will be a minimum of two members of staff on each activity that takes place outside the college, regardless of the number of students on that activity.

Group leaders are responsible only for the members of their groups.

## 12.4 Missing Students

### 12.4.1 Location App

The school encourages parents and guardians to give their permission for their children to install the Life360 app on their smartphones. This app enables members of the school's staff to monitor the location of the students. This can be a very important aid to locating missing students quickly at any time as well as providing a fast means of ensuring that students are safe during any emergency. Help with the installation of the app is given during the student induction on the first day at school.

### 12.4.2 School

A register is taken at the start of each lesson session. If a student is not present and has not already been reported as sick, the absence is reported to the school's administrative staff if he or she is not part of a group.

If the student has installed the Life360 app on his/her phone, the school's staff first try to locate the student using that app. If they can see that student is on the way to school, they monitor the student's progress until he or she has arrived.

If the student cannot be located on Life360, the school's administrative staff first call the student's mobile to find out where he or she is. If this is not successful, the administrative staff call the student's homestay to ask the same information.

If there is no response, they speak to any other students who are staying with the same host family to establish when and where the student was last seen and to gather any other relevant information as to where the student might be.

If this does not produce any results, the administrative staff call all of the mobile and work phone numbers the school holds for each adult member of the homestay.

If the student still cannot be located, a member of the safeguarding team must be informed and that member of staff will decide at which point to report the matter to the police.

### 12.4.3 Weekday Afternoon Activities

The school holds a list of all the students booked onto each of the activities. Students' names are checked off this list by an activity leader responsible for each activity.

If a student is missing, the activity leader reports this to the school's administrative staff. If the student is a member of a group, the group leader is informed and involved in the attempt to locate the student. The school's staff (or group leader) call the student's mobile phone to establish his or her whereabouts. If the school's staff are able to get the student to the group before it leaves the premises, the student can join the activity.

Any students who arrive or are located after the group has left for the activity are collected by members of staff who accompany them to a classroom where they spend the afternoon until 16:00.

Activity leaders are aware that they must only take with them the students on their list for that particular activity.

If a student cannot be located then a member of staff searches the canteen, outside area and toilets. If the student is still not found then a member of the safeguarding team is informed. At this stage the staff start to contact the student's friends on the course to see who saw him/her last and search for clues as to where the student might be. The member of the safeguarding team will decide when it is appropriate to call the police.

After the afternoon activities, students make their own way back to their homestays. There is usually a small amount of free time between the afternoon activity and the evening meal with the homestay. Students have contact numbers for their homestays, their group leaders (if they are part of a group) and the school's emergency number in case they have any problems. Students are asked to return home for the evening meal at the time stipulated by the homestay. Homestays will make arrangements as appropriate according to the individual circumstances.

#### **12.4.4 Evening Activities**

Activity leaders check off the names of the students when they arrive for each activity. If any students have not arrived at the meeting point by ten minutes after the meeting time stipulated on the students' programmes, the activity leaders try to locate the student on Life360. If the student cannot be located or is not clearly on his/her way to the meeting point then the activity leader calls the student's mobile and then, if necessary, the student's homestay to establish their whereabouts. The activity leader will also speak to any other students present who are staying with the same homestay, as well as any of the student's friends, to see if they know where the student is.

If none of this is successful then the activity leader reports the missing student to a member of the safeguarding team, who directs the search from this point and continues to call all relevant telephone numbers until the student has been found. This person also decides when the police should be informed. In the meantime, the activity leaders inform the member of the safeguarding team if and when the student arrives at the activity.

#### **12.4.5 Excursions**

All students on excursions with the school are provided with a card which lists the mobile telephone numbers of the activity leaders on that trip as well as the school's 24-hour emergency number. They are told that in the event that they get lost or detached from the group, they are to remain where they are and call one of the numbers on the card. The activity leaders will then establish where they are and come and get them.

If a student goes missing, the activity leaders on the excursion try to locate the student on Life360. If successful, they can either guide the student to the group by using the integrated messaging function within Life360 or one of them can go and collect the student.

If the student cannot be located then the activity leaders question the other students, particularly those who were with the missing student, in order to find out where he/she was last seen. At this point a member of the safeguarding team is informed and this person directs the search from now on. The member of the safeguarding team will decide when the group should return to Weymouth, who should stay at the location until the student has been found and when to involve the police.

### 12.4.6 Airport Transfers

All students travelling to or from England are provided with a 24-hour emergency contact number for use on the days of their transfers.

Students returning home are provided with a card with the mobile telephone numbers of the activity leaders accompanying them to the airport and/or the school's 24-hour emergency number. All transfers are accompanied by activity leaders or are private taxi transfers where the driver accompanies the student to and from the airport terminals.

If a student becomes detached from the activity leaders, the activity leaders call the student's mobile phone to try to locate him/her. They also try to locate the student on Life360.

The activity leaders question the other students in order to find out who last saw him/her and where. One leader supervises the group and keeps them together while another leader goes to look for the missing student. If the group is at the airport, the airport staff are asked to broadcast a message to the student on their public address system. If the leader is unable to find the student after a quick search, a member of the safeguarding team is informed and this person will now direct the operation and decide when the police and the student's parents should be informed.

### 12.4.7 Students Returning to their Homestay After Activities

If a student has not returned to the homestay by the evening meal time stipulated by the homestay or shortly after 22:00 in the evening, the homestay notifies the school. If the student is part of a group then a group leader is also informed.

School staff then try to locate the student by means of the Life360 app. If the member of staff can see that the student is on his or her way home, they inform the homestay and monitor the student's progress until they have arrived home.

If it is not apparent that the student is on his or her way home or if the student's location cannot be established then the member of staff tries to contact the student by mobile phone to find out where he/she is and to tell him/her that he/she must go home. The homestay is then told and asked to inform the member of staff if the student is not home within an appropriate period of time.

If the school is not able to contact the student then a member of staff contacts the activity leader of the activity that the student was on to find out if there were any problems or delays and when and where the activity leader last saw the student. The member of staff will then call the student's friends, particularly any who were on the same activity, to see if they know where the student is. Unless the student can be located at this stage, a member of the safeguarding team is now informed and this person will decide when to call the police. The homestay is asked to inform the school as soon as the student arrives home.

Any students who are late home are spoken to at school the next day so that the school can establish whether there were any problems that need to be addressed. The students are reminded that they have a duty to be punctual and that it is not fair on their homestay or the school's staff if they are not home by the agreed times. They are warned that there will be a penalty if they are late again.

### 12.4.8 Unsupervised Periods

There are supervised activities each afternoon, on four weekday evenings and a full-day trip on Saturdays.

Students are not supervised whilst travelling from their homestays to the college and back or from their homestays and the venues for the programme of activities and back. As far as possible, the school places students with homestays in areas where other students from the school are staying so that students can travel on the buses or walk together. Activities finish at around the same time so that students can walk home or travel on the buses together. After the evening activities, activity leaders take the students to their bus stops, make sure that each student gets on the right bus and wait until the last students have left. If students are not home by 22:00 the homestays call the school and the procedure for dealing with missing students as described in section 16.4.4 of this document is started.

One evening each week is normally scheduled as a family evening when the students stay with their homestays. Homestays are responsible for the students during this time. If students go out they must first get permission, as detailed in the "Away from homestay procedure" in section 12.2.7. If any students are not home by 22:00 then homestays call the school and the procedure for dealing with missing students as described in 16.4.4 of this document is started.

Sundays are normally free days to spend with the homestay or friends. During this time the homestay is responsible for the students while they are at home. If students leave their homestays they must follow the "Away from homestay" procedure as detailed in section 12.2.7. If any students are not home soon after the expected time or by 18:00 at the latest, homestays call the school and the procedure for dealing with missing students as described in 16.4.3 of this document is started.

Any students leaving their homestays for more than three hours and not attending an event supervised by the school's activity leaders or their own group leaders are required to "check in" with the school by calling the number shown on their programme for that day between 13:00 and 14:00. Alternatively, and with the permission of their parents or guardians, they may install the Life360 app on their smartphones during their induction on their first school day: this enables a designated activity leader to monitor their location. The school strongly advises the use of this app as it can be an important aid to locating missing students at any time as well as providing a fast means of ensuring that students are safe during any emergency.

## 12.5 Welfare Provision

The centre manager holds overall responsibility for ensuring that the school looks after the well-being of all its students.

The course coordinator and the centre manager are contact persons for homestays, students, members of staff and any other persons who are concerned about any aspect of student welfare.

The activities manager and the activity leaders are responsible for the welfare of students on all the activities.

Teachers are responsible for the welfare of students during lesson times.

The accommodation officer and the course coordinator are contact persons for all matters regarding accommodation.

Activity leaders are on duty inside the school and in the canteen and grass areas outside during lesson and lunchtime breaks and available to students to discuss any problems.

Homestays are responsible for the welfare of the students whilst they are at home. They are also responsible for providing all meals to their students at weekends and breakfast and a main evening meal on weekdays as well as ensuring that the students have clothes appropriate to the weather conditions and planned activities or reporting to a member of the school's staff should the student not have appropriate clothing available.

During their induction session on their first school day, all students are given details of the members of staff who are available to answer questions or deal with problems. These members of staff and their contact details are also listed on each student's programme of activities.

All students have ID-cards with contact numbers for the school, including a 24-hour emergency number.

Contact numbers are also shown on each student's individual programme, a copy of which is provided to each student's host family.

The emergency mobile telephone is manned 24 hours a day, seven days a week and can be called about any problems.



## 12.6 Dealing with a Concern

Anyone who has any concern for the safety or welfare of any of the school's students should notify a member of staff. That member of staff should inform a member of the safeguarding team.

The safeguarding team, or a member of the safeguarding team, will obtain all the relevant information and then decide on the best course of action. The report, as well as all action subsequently taken, is recorded in writing. If the matter has not been satisfactorily resolved by the next day, it is discussed by at least two members of the safeguarding team and a plan of action is agreed, with named people allocated to tasks and clear deadlines for each task.

## 12.7 Fire Safety

The school uses premises at Weymouth College, which complies with all fire regulations. On their first day at school, students are told what to do if the fire alarm is rung. A fire drill is carried out once per week in each week when new students are present.

All homestays have carried out risk assessments on their homes and the accommodation officer holds copies of these. They ensure that their students are aware of what to do in the case of fire.

All homestays have fitted smoke alarms in their homes.

All homestays with gas appliances hold a valid landlord / home owner's gas safety certificate.

## 12.8 First Aid & Medical

All non-EU students are required to arrange health insurance before coming to England.

In the case of a student requiring medical or dental treatment whilst at a homestay, the homestay will arrange an appointment with their GP or dentist where possible or call the school to arrange for a member of staff to take the student to the doctor or dentist. In case of emergency while a student is with the homestay, the homestay will call for an ambulance and inform the school via the school's 24-hour emergency number. In the case of a student from a group, the group leader will also be informed.

In the event of a student from a group requiring medical attention whilst not with the homestay, the group leader will take the student to the local clinic or hospital. If this is not possible or the student is not part of a group, the school will arrange to take the student to the clinic or hospital.

In any event the school must be contacted before any medicine or treatment is given as the school must first check that permission has been given by the student's parents or guardians and that the student does not have any allergies or medical history that needs to be taken into account.

Students' relevant medical histories, any allergies or other relevant information together with parental wishes concerning medicines and treatment are contained in confidential lists which are available online to authorised members of staff. They are also available in printed form and provided in confidence to all activity leaders.

First aid trained staff are present on activities. The activity leaders carry mobile phones and are able to call an ambulance in the case of emergencies.

## 12.9 Behaviour and Discipline

The school has rules to ensure the safety and well-being of its students and each student is informed about these during the induction session on their first school day. These rules include:

- Behaving in a polite, kind and caring manner to all of our students, staff, homestays and other people they come into contact with.
- The Weymouth English Centre is committed to promoting a multi-cultural environment where respect for and tolerance of others is required. We expect all our students and staff to behave in a polite, kind and caring manner to everyone they come in contact with.
- Students must return to their homestays by 22:00. If this rule is broken, a member of staff will speak to the student and warn him or her that there will be a penalty if it happens again. If the student is late a second time, the school will contact the student's parents or educational tour operator and inform them that the school is not able to accept responsibility for the student if he or she continues to return home late and that he or she will be sent home if there is any repetition.
- Students are guests in private homes and must abide by the rules of their homestay. They must ask their homestays before taking other students back to their homes. Students should not use their homestays' telephones to make calls. If any of these rules is broken, a member of staff will speak to the student and make them aware that any further breaches might result in the homestay asking them to leave, in which case the students' parents will have to pay for substitute accommodation.
- It is not permitted for any students to smoke. If a student is found to have broken this rule, he or she will be given a warning. If the warning is ignored, a member of the safeguarding team will be informed. In the case of a private student, a member of the safeguarding will contact the student's parents to inform them and tell them that the student will be sent home if found smoking again. In the case of a group student, a member of the safeguarding team will ask a group leader to make this call.
- It is illegal for students to drink or buy alcohol. If a student breaks this rule, a member of the safeguarding team will be informed. He or she, or a group leader if applicable, will inform the parents or educational tour operator and tell them that if there is any repetition, the student will be sent home.
- It is illegal for students to have knives or other weapons or drugs or other banned substances. If any of these rules is broken, a member of the safeguarding team will be informed and the student will be sent home.
- Students must be at school and ready to start classes by 09:00. If a student is late, a member of staff speaks to the student to emphasise the importance of punctuality. If the student is late again, he or she is given extra homework. If he or she is late for a third time, a member of the safeguarding team is informed and the student's parents are informed by the member of the safeguarding team (or a group leader if applicable).
- The school will not tolerate bullying or physical violence of any kind. If a student is involved in such activity the designated safeguarding lead will be informed, investigate the incident and decide on any action to be taken. This can include reporting the incident to the police or sending the student home. The student's parents will always be informed.

## 12.10 Airport Transfers

Students are advised to book a flight to and from Heathrow Airport, where the school will have staff to assist them.

For any students who are unable to get a flight to and from Heathrow the school arranges taxi transfers.

Where parents bring their children to Weymouth, they are responsible for delivering them safely to the homestay.

Students flying to Heathrow Airport are advised of the times the school's transfer Leaders are at the airport. An adequate number of leaders are arranged to meet all the students due to arrive at different terminals and times. The transfer leaders meet the students when they enter the arrivals lounge immediately after the customs control. The leaders are easily recognisable by their blue T-shirts with the school's logo and the poster which they hold showing the school's name and logo.

In the information sent to the students in advance, students are instructed to ask to see their names on the leader's list of students before they go anywhere with the leader. They are instructed not to go with anyone who cannot show them the school's list with their name on it.

Students are provided with a contact number. The leaders also have a list of students' mobile numbers.

The transfer leaders stay with the students until they board the coach or minibus and a leader accompanies the students to a central meeting place in Weymouth where the students meet their homestays.

In the event of a student's flight being delayed, the transfer leaders will wait at the airport until the student arrived.

If a flight is cancelled, the course coordinator is informed and she will contact the student's parents or educational tour operator to establish when the student will be arriving. The course coordinator will instruct the transfer leader as to whether to wait at the airport. In the event of a long delay, the course coordinator might decide to send a different transfer leader or a taxi to collect the student. She also informs the parents.

At the central meeting point the homestays each have a sign with their name. This helps the leaders ensure that the correct students go with the correct homestays. Students are told not to go with anyone until they have found their homestays. Their homestays then ensure that their names are checked off the accommodation officer's list before they leave.

Individual students booked on taxi transfers are met on arrival as above by a taxi driver who holds a poster with the student's name. Students are told not to go with anyone else. The taxi driver takes the student directly to the host family.

For return journeys the homestays bring their students to the school, where transfer leaders are waiting for them. The leaders check that the students have their flight tickets with them. They then accompany them on the coach or minibus to the airport, help the students check in, wait with them until they have gone through the security gate and then wait at the airport until an hour after the flight has departed. If the flight is cancelled and the students are brought back to the terminal, the leaders meet the students and ensure that they are looked after until they are able to leave. If the students have to spend the night at the airport, a leader will liaise with the airline to ensure that suitable accommodation is arranged, inform the students' parents of the situation. He or she will stay with the students, help check them in and, again, wait at the airport until an hour after the flight has departed.

Any students who are unable to arrive at Heathrow within the designated transfer coach times are advised to book a private taxi transfer, as described above.

In the event of parents wishing to send a student to travel to Weymouth on his or her own, without using the school's transfer coach or taxis, the course coordinator informs the parents that the school does not consider this to be wise as there will not be any members of staff present to help if the student experiences any problems. If the parents still insist that the student should travel alone and the student is under 16 years of age, the course coordinator refuses to accept the booking. If the student is aged 16 or more, the course coordinator asks questions in order to establish whether the student has had sufficient experience in travelling alone in such situations and is independent enough to be able to do so responsibly. If she is satisfied with the outcome, she informs the parents that they must sign a form stating that the school has advised them of the risks, that they have nevertheless decided that their child should travel alone and confirming that they accept full responsibility for the journey. The student is then provided with the school's emergency contact number and must provide the course coordinator with his/her mobile number so that the school and the student can communicate during the journey. The homestay is informed of the details of the arrangements and asked to collect the student on arrival at the station and then to call the accommodation officer to let her know that the student has arrived safely.

## 12.11 Accommodation

The school accommodates students with local homestays according to the following criteria:

1. The homestay must first be visited by the accommodation officer, who inspects the home, interviews at least the main carer and satisfies herself that the homestay is able to provide a suitable and caring environment for the school's students.
2. All adults staying at the address pass a criminal records check (DBS). Until a satisfactory DBS has been obtained, no students are allowed to stay at the homestay.
3. The accommodation agency must obtain two satisfactory references for each homestay before students are allocated to the homestay.
4. The homestay provides a fire risk assessment.
5. The homestay has smoke alarms fitted.
6. The homestay provides a current gas safety certificate if there are any gas appliances on the premises.
7. The homestay must live within the area designated by the school as being suitable to house the school's students.
8. The homestay accepts and signs an agreement with the accommodation agency. This agreement details guidelines and rules about accommodating and looking after students.
9. The main carer in the homestay completes a basic safeguarding training course and provides the accommodation officer with a copy of the certificate.
10. A responsible adult (known to and vetted by the provider) will always be present overnight and will normally be present when students under 16 are at home.
11. The homestay agrees not to provide accommodation for students aged 18 or older from other schools.
12. The homestay agrees not to provide accommodation for more than a total of four students at any one time.

If any parents or educational tour operators ask the school to place student(s) with any homestay not already registered with the school, the accommodation officer satisfies herself that the homestay fulfils all the requirements stated above. If the homestay is deemed unsuitable, the school informs the parent or educational tour operator that the school is unable to accept the booking unless a suitable homestay on the school's register is used.

If any parents or educational tour operators ask the school to place student(s) with relatives, the parents complete an authorisation form which includes the full name, address and contact details of the relative together with the relative's passport number. The accommodation officer will visit the relative at the accommodation at which time she will check the passport number and satisfy herself as to the identity of the relative.

The school does not accept bookings where parents or educational tour operators ask for non-homestay accommodation.

Where a student's parents or educational tour operator request that the student leave the homestay to spend one or more nights away or to leave the area of Weymouth and Portland unaccompanied by a member of staff, written parental consent is required. If the school is not satisfied with the arrangements, the request is refused. The school's decision must be followed. If the student ignores this, the designated safeguarding lead will be informed and he/she will decide whether the student should be sent home.

## 12.12 Online Safety

The school recognises that it is important to maintain the safety of its students when they are online and when they use electronic communications. A safe use agreement (see appendix A7 of this document) is sent to each student and his or parents are asked to explain the importance of this, to get their child(ren) to sign it and sign it themselves.

All computers at the school have integrated filtering software to protect young people and children from all types of unsuitable materials and software.

Students are able to connect to the internet through the school's Wi-Fi. This system also has integrated filtering software which prevents unsuitable material and software from being displayed.

Homestays are told that they should not give their students access to their home Wi-Fi, computers or other electronic devices unless they have suitable, child-safe protection software installed.

Students are asked to tell a member of staff if they receive any unwanted contact online or via electronic devices. Staff are asked to be supportive and to investigate further or report to a member of the safeguarding team if they become aware that any students are receiving unpleasant or unwanted communications.

## 12.13 Preventing Radicalisation and Extremism

The school has responsibilities under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism. The school's "Preventing Extremism and Radicalisation Safeguarding Policy" (see appendix A6) details how the school seeks to counteract such risks.

## 12.14 Parental Consent

Parents are asked to give written confirmation that they have read and agree to the rules of the school, possible disciplinary measures, details of the levels of supervision and other important safeguarding information.

They are asked to complete a form detailing all relevant parts of the student's medical history and give details of any allergies they have or medicines which they are currently taking. They also confirm whether they give permission for medicines and/or treatment to be given to their child(ren) if necessary.

Any parents who wish their children to travel to Weymouth unaccompanied as described in section 15.10 of this policy must give the written permission described in that section.

Any parents wishing to allow their child(ren) to spend a night away from the homestay or to travel outside Weymouth and Portland must give their written permission to the school in advance. The school will only allow this if a member of the safeguarding team is satisfied with the arrangements for the safety of the student. If the school decides not to grant permission then the school's decision must be followed. If the student ignores this, the designated safeguarding lead will be informed and he/she will decide whether the student should be sent home.

## 12.15 Vulnerable Students

Some students are more vulnerable than others, such as students with physical or psychological difficulties, those who come from difficult home situations or those with learning difficulties.

It is important that parents and educational tour operators supply full details to the course coordinator before they book a place on a course. The course coordinator will carry out a risk assessment to decide whether the school is able to provide a safe environment for the student and the parent or educational tour operator will be informed of the result.

If the booking is accepted, the school will make any necessary arrangements for the provision of suitable care and will allocate a member of staff to ensure that the student is suitably accommodated and looked after.

All relevant information received will be treated in confidence. Those who need to have this information, or parts of it, in order to provide for the student will be informed confidentially. This could include the safeguarding team, homestays, teachers and activity leaders.

## 12.16 Private Fostering

Under Private Fostering Regulations of 2005, any student aged under 16 or any disabled student aged under 18 who stays with a homestay for more than 26 nights is only permitted to stay with a private foster carer and the visit must be reported to the local authority at least six weeks in advance.

Even if the school finds a suitable foster carer and registers the visit in advance, there is a risk that an event such as illness or an accident within the foster carer's family would lead to the student not being able to stay there. This would mean that the student would not be allowed to take part in the course.

For this reason, the school does not accept any bookings of more than 26 nights from any students aged under 16 or any disabled students aged under 18. No exceptions can be made to this rule.

## 13. Keeping Records

Records are made of any serious safeguarding issues. All records concerning any allegations or reports of child abuse are kept in a secure place while the courses are running. Only members of the safeguarding team have access to these records. Outside the summer course season all such records are kept by Christopher Hills in a locked safe.

For concerns which are resolved and do not involve any outside agencies, records are destroyed after three months.

For serious issues and any concerns where an outside agency such as the police, the Dorset Safeguarding Children Board or any other agency is involved, records are kept for as long as the agency advises.

## 14. Review

Christopher Hills, director and designated safeguarding lead, is responsible for preparing and maintaining this policy.

The WEC safeguarding team will review this policy every 12 months or earlier if there are changes in relevant legislation or in response to any significant incidents or changes in circumstances. All members of the safeguarding team will be involved in the review. All other members of staff as well as group leaders will be invited to give feedback and suggestions.

If any issues are experienced before the annual review date the director, together with the safeguarding team, will review the policy within a short time after the incident, when the effectiveness of the policy will be assessed and any necessary changes made.

In addition, feedback about changes and improvements will be obtained from all members of staff at the end of each season.

Last reviewed: May 2018

Next review due by: May 2019

## Appendix

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