
SAFEGUARDING POLICY

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Eurospeak Safeguarding Policy Statement

Eurospeak is committed to providing a secure and friendly environment where all members of the community, whatever their background or character, are protected from harm and respected by others. All staff and any other adults involved with Eurospeak accept and recognise their responsibilities:

- to safeguard the welfare of children who join the School and any of its programmes;
- to continually develop awareness of any issues which might harm these children;
- not to make staff or any other adults involved with the School unnecessarily vulnerable to suspicion of any form of abuse.

We will endeavour to safeguard children as follows:

- by adopting child protection guidelines and accepted procedures
- by providing children with expected codes of behaviour and ensuring they understand what those are, especially bullying
- by sharing information about child protection and good practice
- by sharing information about any concerns

A child in the context of this policy refers to anyone under the age of 18 who has joined or is visiting Eurospeak. This policy applies to all children regardless of age, gender, ethnicity, nationality, disability, sexual orientation, race, religion or belief, or gender reassignment.

This policy has been formulated in accordance with the provisions of the Children Act 1989, the Human Rights Act 1998, and the United Nations Convention on the Rights of the Child (ratified by the United Kingdom Government in 1991). This policy is in addition to all relevant local authority safeguarding regulations and must be read in addition to them. A copy of this policy is available at <https://eurospeak.ac.uk/wp-content/uploads/2024/06/Safeguarding-Policy.pdf>

It can also be viewed at the school reception and is sent to guardians and parents of under-18s. A version containing the relevant information is available in the handbook for under-18 students.

Associated Policies/Documents

A summary of specific information for students, teachers, staff, homestay providers and group leaders can be found in the relevant handbooks. These are available to view at reception.

- Teacher's Handbook
- Student's Handbook
- Staff Handbook
- Group Leader Handbook
- Homestay Provider Handbook

There are associated policies related to safeguarding. These are available to view online or at reception.

- Behaviour Policy
- Preventing Extremism and Radicalisation Policy

Terminology

Safeguarding – Promoting the welfare of children and protecting them from harm.

Child Protection – Part of safeguarding, which focuses on protecting children suffering or likely to suffer significant harm and how to respond to any concerns.

DSL – Designated Safeguarding Lead. In charge of safeguarding throughout Eurospeak. Trained to Advanced Level (Level 3).

DSP – Designated Safeguarding Person. Second in charge of safeguarding. Trained to Advanced Level (Level 3).

LADO – Local Authority Designated Person. The outside agency to whom safeguarding concerns are reported.

LSCB – Local Safeguarding Children Officer. Monitors the investigations of the LADO.

DBS – Disclosure and barring service. Provides criminal records checks for individuals in the UK.

People Responsible for Safeguarding

All adults associated with under 18s have responsibilities to safeguard them, including teaching and administrative staff, group leaders and homestay providers.

Under 18s have a responsibility to report any concerns which they have for themselves or another student to an adult.

Designated Safeguarding Lead	Safeguarding Officers
<p>Gaurav Vahi Designated Safeguarding Lead Child Protection Officer <i>Trained to Safeguarding Level 3</i> gaurav.vahi@eurospeak.ac.uk 0118 958 9599</p> <ul style="list-style-type: none"> Reporting any allegations or concerns to LADO and relevant agencies Keeping records of any allegations and concerns Providing level 1 and 2 training Reviewing policy annually and signing off Overseeing implementation of Policy Visiting and carrying out DBS checks for homestay providers Ensuring homestay providers read the safeguarding policy and sign host declaration Obtaining relevant DBS/police check from all new staff members Obtaining relevant DBS/police check from all group leaders Reviewing policy annually 	<p>Tamilya Ragimova Safeguarding officer for language centre Info@eurospeak.ac.uk 0118 958 9599</p> <p>Nidhi Juneja Safeguarding officer for language centre Info@eurospeak.ac.uk 0118 958 9599</p> <p>Komal Aftab Safeguarding officer for language centre hello@eurospeak.ac.uk 023 8063 6494</p> <p>Palak Mahajan Safeguarding officer for language centre hello@eurospeak.ac.uk 023 8063 6494</p>

Either the DSL or the DSP (both with Advanced Level 3 Safeguarding) will have the emergency contact phone at all times. They can be contacted out of office hours at +44 (0) 7465 992258.

Training

All staff, teachers, group leaders and homestay providers must complete Basic Awareness Safeguarding Training (Level 1) at the very minimum. This is completed online, selecting the relevant course from the Accreditation UK website - <https://accreditation-uk.english.britishcouncil.org/>. The DSL is responsible for delivering annual face-to-face refresher training for all employees of Eurospeak.

Guidance for working with under-18s

All adults working for or with Eurospeak (including homestay providers, and any adults in residence at a homestay) are deemed to be 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.

Code of Conduct

It is important for any adult working for or with Eurospeak to behave in a way that engenders a safe and trusting environment in which everyone can work. The following code of conduct must be followed in order that both adults and children are protected from harm, or from situations that could be misinterpreted.

DO

- † Act as an excellent role model.
- † Maintain a clean and professional appearance.
- † Maintain a professional distance from under-18s.
- † Take any concerns from under-18s seriously.
- † Report any safeguarding or bullying concerns to the DSL/DSP.
- † Encourage under-18s to respect each other and the school.
- † Follow Eurospeak policies at all times.

DO NOT

- † Smoke or consume alcohol, in front of or in the company of under-18s or their group leaders, or allow any effects of these practices to affect you in any way
- † Swear or make racist, sexist, or blasphemous remarks in front of any students (including under 18s) or make suggestive or derogatory remarks and gestures.
- † Take photographs of under-18s, unless in an official capacity for the school where permission has been given. Photographs should not be of individual students (i.e. not in a group) and should not be stored or distributed anywhere except the school system.
- † Socialize with under-18s, i.e. outside of class times or social activities and excursions.
- † Have private contact with students, including by email, phone, or social media, either during or after the course.

- † Break the law in any way.
- † Make physical contact with students, especially touch used to comfort or reassure. Physical contact is only permitted if:
 - It is to administer first aid. It should be no more contact than is absolutely necessary and care should be administered by a staff member of the same sex, if possible.
 - It is to protect a student from immediate physical danger.
 - It is to prevent a student from putting others into immediate physical danger.
 - It is to prevent a student from committing a criminal offence.
 - It is in self-defence, provided that the force used is not disproportionate to the attack.

Bullying

Definition

Bullying, defined as wilful and repeated behaviour which has the purpose of making another person unhappy, is not tolerated in any form at Eurospeak.

Identifying bullying

Bullying can take many different forms; it may be physical, emotional, name-calling, showing a lack of respect for another's property, excluding somebody from a social group; there are many possibilities. One person 'having a joke' can be another person suffering bullying. Sometimes it is obvious, sometimes it is done subtly and in such a way that children will be worried about telling staff what is happening. For this reason, it is vital that staff are vigilant in noticing changes in the behaviour of children, particularly if they become withdrawn.

How to react if you suspect bullying

1. Investigate all reports, however seemingly trivial.
2. Ensure that all reports of suspected bullying are logged and that the follow-up is also logged, fully recorded and signed by the senior staff member involved.
3. Once it has been established that bullying has taken / is taking place, explain to the person acting unkindly that their actions have been precisely that and tell them the effect it has had on another / others.
4. Ask them to consider an appropriate way of putting things right and, if necessary, support them in making an apology.
5. Ensure that any apology / reconciliation is done with staff present so that it can be accurately recorded.
6. Should the incident be more serious, conduct no-blame meetings with both parties (bully and bullied). The aim is to clarify the situation through discussion and allow both sides to work out a solution that is satisfactory to them both. This will be recorded by the supervising teacher. (N.B. Under-18s should not be asked to sign any documents.) Send details to the Director who will inform agents / parents of both parties what has happened and how it has been resolved.
7. If, after this meeting, the bullying continues, then it must be seen as deliberate and require a more serious response. The Director will take immediate action to protect the bullied person and begin procedures to restrict the activities of the bully. The Director must be informed and decisions will be made which could involve the bully being removed from classes. The Director will keep agents / parents of both parties fully informed.

8. Any further incidents of bullying by the same person would result in them having to leave the School and / or programme and return home as quickly as possible.

Recognising Abuse

Definition

Child Abuse is most often used to describe ways in which children are harmed – usually by adults – with damage to their physical or mental health. There are four broad categories of abuse as follows:

- physical: through hitting, shaking, squeezing etc.;
- sexual: through inappropriate touching or contact with a child;
- emotional: through persistent lack of attention, unrealistic adult demands;
- neglect: failing to provide basic needs of food, proper clothing, safe supervision.

Abused behaviour:

- Any type of eating disorder can be connected with abuse. Conditions such as anorexia or bulimia
- Personality Changes/becoming insecure
- Nightmares/sleeping problems - Delayed physical and emotional development
- Sudden speech disorder
- Neurotic behaviour such as rocking, hair twisting
- Inappropriate needy attention- seeking
- Self-harm
- Show aggression or withdrawal, two extremes within a short period of time
- Inappropriate sexualised play or awareness e.g. via drawings, promiscuous/inappropriate behaviour
- Sexually transmitted diseases
- Becoming secretive
- Bruises/injuries/burns in unusual places, which the child cannot explain
- Wearing clothes to cover bruises/burns (especially noticeable in hot weather)
- Hungry and may steal food
- Badly dressed
- Poor hygiene, hair not brushed
- Often tired
- Abuse of alcohol or drugs
- Thrives away from home environment

Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured or changed, but there's no medical reason for this to be done.

- FGM is usually carried out on young girls between infancy and the age of 15.
- It's very painful and can seriously harm the health of women and girls.

- It can also cause long-term problems childbirth and mental health.

Getting help and support

Help is available if you have had FGM or you're worried that you or someone you know is at risk. If someone is in immediate danger, you **must** contact the police immediately by dialling 999.

Effects of FGM

It can cause serious harm, including:

- constant pain
- repeated infections
- bleeding
- problems peeing or holding pee in

FGM and mental health

FGM can be an extremely traumatic experience that can cause emotional difficulties throughout life, including;

- depression
- anxiety
- flashbacks
- nightmares and other sleep problems

Indication that FGM is about to happen:

- a girl talks about getting ready for marriage
- a family is arranging a long break
- knowledge that an older sibling has undergone FGM

Indication that FGM has happened:

- reluctance to take part in any physical activities
- difficulties to sit still
- bladder problem
- behaviour change

Child Sexual Exploitation (CSE)

Child sexual exploitation (CSE) is a type of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity.

Children and young people in sexually exploitative situations and relationships are persuaded or forced to perform sexual activities or have sexual activities performed on them in return for gifts, drugs, money or affection.

CSE can take place in person, online, or using a combination of both.

Perpetrators of CSE use a power imbalance to exploit children and young people. This may arise from a range of factors including:

- age
- gender

- sexual identity
- cognitive ability
- physical strength
- status
- access to economic or other resources (Department of Education, 2017).

Sexual exploitation is a hidden crime. Young people have often been groomed into trusting their abuser and may not understand that they're being abused. They may depend on their abuser and be too scared to tell anyone what's happening because they don't want to get them in trouble or risk losing them. They may be tricked into believing they're in a loving, consensual relationship.

Some children and young people are trafficked into or within the UK for sexual exploitation.

Some difficulties faced by children and young people who have been sexually exploited include:

- isolation from family and friends
- falling behind on schoolwork, failing exams or dropping out of school altogether
- teenage parenthood
- unemployment
- mental health problems
- alcohol and drug addiction
- having a criminal record
- suicidal thoughts and attempts

Children and young people who are being sexually exploited may display certain behaviours:

- displaying inappropriate sexualised behaviour for their age
- being fearful of certain people and/or situations
- displaying significant changes in emotional wellbeing
- being isolated from peers/usual social networks
- being increasingly secretive
- having money or new things (such as clothes or a mobile phone) that they can't explain
- spending time with older individuals or groups
- being involved with gangs and/or gang fights
- having older boyfriends or girlfriends
- missing school and/or falling behind with schoolwork
- persistently returning home late
- returning home under the influence of drugs/alcohol
- going missing from home or care
- being involved in petty crime such as shoplifting
- spending a lot of time at hotels or places of concern, such as known brothels • not knowing where they are, because they have been trafficked around the country (Department for Education, 2017).

Internet Safety

Eurospeak has a duty and responsibility to ensure that everyone that comes into the organisation is safe and that staff are all aware of methods to ensure a safe environment for colleagues and students alike, in particular children and vulnerable adults. As the use of technology is part of daily life, it is important that both staff and students have an awareness of using this safely, both inside and outside the college environment.

In response to this, the college has put in place the following guidelines to advise on the safe use of e-technology.

Definition

E-safety refers to, the safe use of mobile phones (including texting), tablets, PCs, laptops and the internet (including email, apps & downloads/uploads); so that a person is not at risk from others or a risk to others through use of any of the above.

What are the risks?

The use of technology gives everyone easy access to another person. Whilst this is generally a positive thing, it can also pose great risks to people in the form of...

- **Cyber-bullying:** The use of mobile phones, email, social media or blogs to intimidate, verbally & emotionally abuse another person over a sustained period of time. This is anything that makes a person feel threatened or upset. For example, calling people names, making them feel stupid, using abusive language with them, or being consistently rude.
- **Inappropriate images:** By inappropriate we mean any image that is of a sexual nature or that has been taken to be used in a sexual manner. This could be in the form of accessing (and distributing) pornographic material, sending sexual images via email, texts, apps or social media that are offensive. It can also mean taking a picture or video of someone, without their permission, and distributing this via e-technology. It also includes taking sexual images of yourself and sending them to other people.
- **Inappropriate sexual messaging:** This is a message with a sexual content that is sent via any of the following methods, email, social media, blogs, apps or texting. This could be telling someone they are beautiful or sexy but is unwanted by the person receiving the communication.
- **Racial or discriminatory abuse:** By this we mean any abuse via e-technology that is related to race, sexual orientation, gender, age, ethnic background, religious beliefs or lifestyle choice.
- **Radicalisation or Extremism:** The distribution of radical views via social media and websites, which are intended to incite extremist beliefs and behaviours in young people.
- **Access for sexual predators, to children, young people or vulnerable adults:** E-technology provides the perfect forum for sexual predators as they can remain anonymous and hide their true intent for as long as they feel is necessary to win the trust of somebody. They may lie about their age or gender, and befriend someone for a long time before they reveal they are interested sexually. The risk of this is incredibly high and is commonly referred to as grooming; that is the process of building up trust with a young or vulnerable person with the intent of sexually abusing them, either virtually or physically. By sexual abuse, we mean the act of unwanted sexual attention; this can range from; sending images or videos of masturbation or nudity, touching someone in a way that they do not want, forcing someone to touch you in a sexual way or to send sexual content to them, to rape.

Safer Browsing

The college has in place a web filtering system to help prevent inappropriate e-behaviour that blocks websites which contain a selection of key words. This is effective when connected to the internet via

any means, and any technology, whilst using the college's networks. It is applicable to staff and students, and the usage is monitored by the IT company contracted by the college.

Inappropriate use of technology

The college deems the following to be inappropriate use of technology:

- Searching for anything on the internet containing the filtered terms.
- The giving out of personal emails or telephone numbers by staff without informing their line manager. (At times this may be necessary, for example if the work mobile is not working on a social trip).
- Communication of an intimate nature between staff and students, or staff and staff via any technological media.
- The posting of any abusive, radical or sexually inappropriate material/images/audio on any website, messaging media, blogs or forums.
- Taking photos or videos of people without their permission.
- Posting images of people on sites, blogs, forums etc.; even if the photo or image was taken with permission.
- Giving a third party the contact details for a person without their permission; this includes work emails

In addition to the web filter, the college's Facebook page is monitored by the Communications Officer and any inappropriate messaging or materials are blocked before they are publicly posted.

Reporting Safeguarding Concerns

When you have a concern –

1. Report your concern to the DSL/DSP, in as much detail as possible.
2. Do not attempt to investigate the concern yourself.
3. Do not share the information with any other adults or children, other than the DSL/DSP, or LADO/Police if necessary.
4. If you believe that the child in question is in immediate physical danger, call the police.

When an adult shares a concern with you –

1. Encourage the adult to report their concerns to the DSL/DSP.
2. If they are reluctant or refuse, it is your responsibility to report this information, in as much detail as possible.
3. Do not attempt to investigate the concern yourself.
4. Do not share the information with any other adults or children, other than the DSL/DSP, or LADO/Police if necessary.
5. If you believe that the child in question is in immediate physical danger, call the police.

When an under-18 shares a concern with you –

If a child, young person or vulnerable adult discloses information to you about a possible abuse situation, either about another member of staff, another student or a member of the external community (parent / guardian etc.) you **must** report it.

At the time of disclosure:

1. Listen to the child carefully, without judgment. React calmly and reassure the child that they have done the right thing to tell someone.
2. Ask open questions, such as 'Is there anything else you want to tell me?'. Do not ask leading questions, or ask the child to repeat what they have told you to another adult.
3. Inform the child that you are going to have to pass the information on to someone in a position of authority so that they are suitably supported, and that you cannot guarantee confidentiality. It is important to remember that a child (under 18) cannot refuse for this referral to occur if they have made an allegation of abuse.
4. Make accurate factual notes for reference in the future, including time and date. Record the actual words the child used as far as possible.

After the disclosure:

1. Do not leave the child alone. If placed in the care of another adult, the child must not be asked further questions, only reassured and kept safe.
2. Notify the DSL/DSP immediately, using the 24 hour number if necessary.
3. If they are not available, or if the allegations concerns the DSL/DSP, contact the LADO or the police.
4. After reporting the allegation, follow the instructions of the person you reported to (e.g. DSL/DSP/LADO/police). Do not share information with anyone else.

Whistleblowing

It is the duty of each staff member to report any incidents or concerns relating to colleagues not following the code of conduct or any specific safeguarding concerns relating to another member of staff, homestay provider, group leader or adult coming into contact with under-18s. Any whistleblowing will not be penalised and will remain confidential.

Keeping Records

The DSL is responsible for keeping records related to any safeguarding investigations that occur at Eurospeak. All records are kept on the password-protected Onedrive account of the DSL, and is accessible to them only.

Eurospeak follows guidance from Southampton LCSB, which states that:

“The purpose of the record is to enable accurate information to be given in response to any future request for a reference, where appropriate. It will provide clarification in cases where future DBS checks reveal information from the police about an allegation that did not result in a criminal conviction and it will help to prevent unnecessary re-investigation if, as sometimes happens, an allegation re-surfaces after a period of time. Schools and colleges have an obligation to preserve records which contain information about allegations of sexual abuse for the Independent Inquiry into Child Sexual Abuse (IICSA), for the term of the inquiry (further information can be found on the IICSA website). All other records should be retained at least until the accused has reached normal pension age or for a period of 10 years from the date of the allegation if that is longer.

Details of allegations that are found to have been malicious should be removed from personnel records. However, for all other allegations, it is important that a clear and comprehensive summary of the allegation, details of how the allegation was followed up and resolved, and a note of any action taken and

decisions reached, is kept on the confidential personnel file of the accused, and a copy provided to the person concerned.”

Retrieved 16/12/19, from <http://hipsprocedures.org.uk/lkyyst/adults-who-pose-a-risk-of-harm-to-children/allegations-against-staff-or-volunteers#s3923>

Allegations

When an allegation is made against an adult or child, the DSL/DSP will manage the reporting and investigation process with the LADO.

When an allegation is made against an adult associated with Eurospeak

Teachers/Eurospeak Staff

The adult will be immediately removed from working with children for the duration of any investigation. If teaching, they will be moved to a class that does not contain any children. If this is not possible, they will be suspended on full pay until the investigation by DSL/DSP/LSCB is complete. If the results of the investigation show that behavior has taken place which contravenes any part of Eurospeak’s safeguarding policy, their contract will be terminated with immediate effect.

When an allegation is made against a child studying at Eurospeak

It is important to recognize that a child against whom an allegation has been made may also be at risk. The details and a full account of any incident should be reported immediately to the DSL/DSP, who will manage reporting to external agencies if necessary. Details of the allegation will be reported to the parent or guardian of the child. If the situation extends beyond the procedure outlined above for bullying, the child will be suspended from classes. In the case of a child who is studying at Eurospeak as part of a group, they will be supervised by the group leader onsite at Eurospeak during class time.

Recruitment

Advertisement

The wording of the job vacancy advertisement will include:

“Eurospeak is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo Child Protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.”

Applicants should be aware that all posts at Eurospeak Language School involve an awareness of, and responsibility for safeguarding of children. Accordingly, this post is exempt from the Rehabilitation of Offenders Act 1974, and therefore all convictions, cautions and bind-overs, including those regarded as “spent”, must be declared.

In accordance with safeguarding procedures, we shall seek references on shortlisted candidates before any interview takes place and may approach any previous employers for information to verify experience or qualifications.

Applicants should be aware that provision of false material is an offence and could result in an application being rejected or summary dismissal if the applicant has been selected and possible referral to the Police and/or DfE Children's Safeguarding Unit.

Applicants are asked to be aware that the interviews will include discussion of their suitability to work with children.

Interview

Where available, candidates should also bring the original, valid Enhanced DBS Certificate.

Applicants will be questioned about their previous experience working with under-18s, and their knowledge of standard safeguarding procedures. They will be asked questions relating to what different types of child abuse exist and how they might recognise signs of it happening.

Employment

All employee, group leader and homestay provider information relating to safeguarding is held in the single central record, including details of DBS checks, following up of references, safeguarding and Prevent training.

If the successful candidate's existing DBS certificate is less than 3 months old and is for a position of similar responsibility in regards to children, or if the candidate is enrolled on the DBS update service and there has been no change to their status, they do not need a new DBS check.

If the candidate requires a new DBS, this process must be completed prior to the commencement of any unsupervised teaching of under 18s.

Once received, the DBS check must be renewed every 3 years.

Any staff recruited from outside the UK are required to give provide evidence of the relevant police check, in accordance with British Council guidelines.

All staff are must complete the online e-learning course Safeguarding for Teachers or Safeguarding for Language Centre Staff (Level 1) from <https://accreditation-uk.english.britishcouncil.org/> prior to starting a position at Eurospeak.

Studying at Eurospeak

Students under the age of 18 enrolling as individuals are welcomed at Eurospeak. Eurospeak does not organize accommodation or social activities for these students and responsibility for them outside of class hours is with their parent, guardian or carer whilst in the UK. However, centre staff should remain vigilant, and report any concerns they have to the DSL or DSP.

12-17 year old individuals

If the student does not arrive 15 minutes after the start of the class, the teacher must inform the administration team who will attempt to contact the student and the responsible adult based in the UK to ascertain their whereabouts. If it is not possible to contact the student or responsible adult, the parent/guardian (if outside the UK) and the police will be alerted.

16-17 years old individuals in adult classes

Students aged 16-17 enrolling as individuals may be placed in adult classes if there are no suitable junior classes available. Teachers will be verbally notified of this, and the student's name will be highlighted on the register. If the student does not arrive 15 minutes after the start of the class, the

teacher must inform the administration team who will attempt to contact the student and the responsible adult based in the UK to ascertain their whereabouts. If it is not possible to contact the student or responsible adult, the parent/guardian (if outside the UK) and the police will be alerted.

Parental Permission

Parents of under 18 individual students

When applying for a course for a student under 18, the parent/guardian will be asked to fill in and sign an application form. This form includes a section for Parental Permission. We ask that parents read this carefully as they give detailed information regarding our attendance policy, supervision and rules for under 18s after classes. It asks the parent or guardian to give medical information for the student and outlines their responsibility for arranging travel to and from the school. This application form also includes the out of hours emergency telephone number.

Key Contact Details

Reading

Reading Safeguarding Contacts:

Gaurav Vahi – School Principal, Designated Level 3 Safeguarding Lead

Telephone: +44 (0) 7465 992 258 (24 hour contact number)

Reading Borough Council Multi-Agency Safeguarding Hub (MASH)

Telephone: +44 (0) 1189 373 641 (Office hours only)

Telephone: +44 (0) 1344 786 543 (Out of Hours Emergency Duty Team)

Opening Hours: 9am to 5pm, Monday to Friday (excluding bank holidays)

The MASH team will look into the situation and decide what action to take. MASH may put a support package together or – in very serious cases – take emergency action and take the child into care.

Early Help Hub

Please complete the following form: [Children's Multi-Agency Referral Form](#) Email

address: cspoa@brighterfuturesforchildren.org

Southampton Safeguarding Contacts:

Southampton

LADO contact details:

Telephone: 023 8091 5535 / 07500 952 037 or email LADO@southampton.gov.uk

MASH (Multi Agency Safeguarding Hub)

Telephone number for members of the public: 023 8083 3336

Telephone number for professionals: 023 8083 2300

Email address: MASH@southampton.gov.uk

Southampton Children's Services

Phone: 023 8083 3336

Email: mash@southampton.gov.uk

Southampton Adult Services

Phone: 023 8083 3003

Email: adultsocialcareconnect@southampton.gov.uk <http://southamptonlsab.org.uk/concerns-about-an-adult-at-risk/>

Other sources of Support & Advice:

NSPCC – 0808 800 5000

ChildLine – 0800 1111

Family Lives Parentline – 0808 800 2222

Churches' Child Protection Advisory Service (CCPAS) – 0845 120 45 50

The Police

In an emergency, the Police can be contacted 24 hours a day, 365 days of the year. 999

Further Information and advice can be found at:

Safeguarding Young People: <http://www.safeguardingchildren.co.uk/>

Anti-Bullying: <http://www.anti-bullyingalliance.org.uk/>
<https://www.bbc.co.uk/bitesize/clips/z3nsr82>

Health & Safety : <https://www.hse.gov.uk/contact/tell-us-about-a-health-and-safety-issue.htm>

Online Protection: <http://www.google.com/goodtoknow/familysafety/>
<http://www.homeedirectory.com/blog/recognizing-and-preventing-cyberbullying>

Teen Depression: http://www.helpguide.org/mental/depression_teen.htm

FGM: <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/>



CEOP: <https://www.ceop.police.uk/safety-centre/>

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