

## POLICY ON CHILD PROTECTION AND SAFEGUARDING

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### **OTHER RELEVANT SAFEGUARDING POLICIES**

As well as ensuring that child protection concerns are addressed, we will also ensure that children who attend the school are kept safe from harm whilst they are in our charge.

To this end, this policy must be seen in light of the Company's following policies:

- Policy on recruitment
- Policy on the recruitment of ex-offenders
- Policy on student attendance
- Policy on fire safety
- Policy on abusive behaviour towards students
- Policy on bullying towards students
- Policy on first aid and administration of medicine
- Policy on risk assessments
- Policy on health & safety
- Policy on first aid
- Policy & procedures for students with special needs, including SEN and LDD
- Policy on E-safety for students
- Policy on E-safety for staff
- Policy on staff use of social networking
- Policy on the use of physical restraint by staff
- Policy on student mental health issues
- Student Code of Conduct
- Staff and Adult Stakeholders Code of Conduct

## 1. CHILD PROTECTION AND SAFEGUARDING STATEMENT

Studio Cambridge is a language school based in Cambridge that also runs a chain of summer camps at various other locations in July and August. Our year-round students are aged 13 - adult, and our summer camps are for 8-19 year olds. Our year-round programmes are for both individuals and groups, of both adults and juniors. We offer a combination of homestay and residential accommodation.

This safeguarding policy is for all of our students though our rules vary from course to course, according to location and age of the students.

Safeguarding and promoting the welfare of children is defined in KCSIE as 'protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.' These are fundamental principles to which Studio Cambridge adheres.

Although everyone in the school community who comes into contact with children has an important role to play in safeguarding and providing a safe environment in which students can learn, there are several key members of staff who play an important role as the school's safeguarding team.

The Designated Safeguarding Lead (DSL) and the Deputies (DDSLs) are most likely to have a complete safeguarding picture and are the most appropriate person to advise on the response to safeguarding concerns. However, should the need arise, anyone may refer a safeguarding issue directly to the local authority or to the police.

We recognise that all adults working at the school, including temporary staff, volunteers and group leaders, have a full and active part to play in protecting our students from harm, and that the child's welfare is our paramount concern.

Key documents which provide the background to this policy:

- Keeping Children Safe in Education September 2020:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/954314/Keeping\\_children\\_safe\\_in\\_education\\_2020\\_-\\_Update\\_-\\_January\\_2021.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/954314/Keeping_children_safe_in_education_2020_-_Update_-_January_2021.pdf)
- Working Together June 2018  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/942454/Working\\_together\\_to\\_safeguard\\_children\\_inter\\_agency\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)
- Prevent Duty Revised April 2019  
<https://www.gov.uk/government/publications/prevent-duty-guidance/revised-prevent-duty-guidance-for-england-and-wales>

Studio Cambridge has safeguarding as a top priority in every area of the organisation's operation. We are committed to ensuring that our staff always act in the best interests of the child, and we aim to promote a culture of vigilance.

Studio Cambridge believes that every child regardless of age, race, gender or nationality has at all times and in all situations a right to feel safe and protected from any situation or practice that results in physical or psychological damage. We believe that safeguarding the welfare of students is of paramount importance.

Students' worries and fears will be taken seriously if they seek help from a member of staff and, where possible, their confidentiality will be respected. However, staff cannot promise confidentiality if concerns are such that referral must be made to appropriate agencies in order to safeguard the child's welfare.

If a member of staff has suspicions about a child's physical, sexual or emotional well-being, or that they are being neglected, they have a duty to notify the Designated Safeguarding Lead.

Studio Cambridge will ensure that all staff are trained to:

- be alert to the possibility that a child is at risk of suffering harm
- know how to report concerns or suspicions

## 1.1 Definitions

In order to be clear, here is a list of terminology used in the policy, and our definition of it.

Safeguarding	Umbrella term meaning 'looking after'
Child protection	Protecting a child from abuse
Child	Anyone under the age of 18
Staff	Anyone employed by, or volunteering for, Studio Cambridge
Group leaders	Adults with responsibility for a specific group of students, not employed by Studio
Adults	Studio staff, group leaders and the staff of facility, service or transport providers
DSL	Designated Safeguarding Lead – a member of Studio staff
DDSL	Deputy Designated Safeguarding Lead – a member of Studio staff
WO / HoPC	Welfare Officer / Head of Pastoral Care

## 1.2 Adult stakeholders

All adult stakeholders have a legal 'duty of care' and responsibility to safeguard the under 18s in our care. Therefore, they must follow this policy, share Studio Cambridge's commitment to safeguarding, undertake training if required, and be ready to report any concerns, even small ones, or allegations to the DSL or DDSL. All adult stakeholders have a responsibility to respond if they a) notice something themselves, b) are told something by another person (adult or child), or c) have disclosed to them by a child.

## 1.3 Designated Safeguarding Team (DST)

There is a member of staff, who is named as the Designated Safeguarding Lead. This person has knowledge and skills in recognising and acting on child protection concerns.

The DSL acts as a source of expertise and advice. He or she is responsible for coordinating action within the Company and liaising with outside agencies. Studio Cambridge ensures that the DSL receives the appropriate training.

If the DSL is unavailable, one of the Deputy DSLs (DDSLs) undertakes these duties. There is always a DSL or DDSL available to contact by phone (via the EP if outside office hours).

The DSL is Layla Evans. The DDSLs are Richard Elstub and Luke Fitzjohn.

The combination of the DSL and the DDSLs make up the Safeguarding Group.

For non-urgent issues, their email addresses are:

Layla Evans	Layla.evans@studiocambridge.co.uk
Richard Elstub	Richard.elstub@studiocambridge.co.uk
Luke Fitzjohn	Luke.fitzjohn@studiocambridge.co.uk

Alternatively, for more urgent concerns one of them can always be contacted via the Studio Emergency Phone on 0044 7817 907911.

Additionally, there are Designated Safeguarding Staff (DSS) at each summer camp. These are the Course Director and the Welfare Officer and Assistant Welfare Officer, or the Assistant Course Director if there is not a Welfare Officer.

The DSL, DDSLs and DSS make up the Designated Safeguarding Team.

All staff working at Studio Cambridge should know the name of the DSL and DDSLs and follow relevant child protection and safeguarding policy and procedures.

All staff have a duty to report any child protection concerns to the DSL or a DDSL.

## 1.4 Organogram of Designated Safeguarding Team (DST)



## 1.5 DST way of working

The DSL and DDSLs (the Safeguarding Group), meet a minimum of quarterly to discuss any safeguarding issues that have arisen during that time. If a safeguarding issue arises during this time that requires discussion, an additional meeting will be called.

There is a shared safeguarding log that all DSL and DDSLs can update if any issues arise. There is also a shared safeguarding folder where any logging concern forms are stored.

During the summer, any issues that arise at the summer camps are discussed at the time by the Designated Staff and the DSL or DDSL. Designated Safeguarding Staff send logging concern forms to the DSL or DDSL and phone to let the DSL or DDSL know they will receive one in their inbox shortly. Additional meetings are arranged to discuss safeguarding situations as needed.

## 1.6 Local Authority LSCPs

The school pays particular attention to the guidance provided and inter-agency procedures stipulated by the local children's services and their designated officers.

The Local Safeguarding Children Partnership (LCSP) service provider is dependent on the location of the course.

### Cambridge and Ely based courses:

Cambridgeshire and Peterborough Safeguarding Partnership Board

<https://www.safeguardingcambspeterborough.org.uk/>

Phone: 0345 045 5203

Outside of office hours: 01733 234724

### Bishop's Stortford based courses:

<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/hscp.aspx>

Phone: 0300 123 4043 (any time)

### Reading based courses:

Berkshire West Safeguarding Children Partnership

<https://www.berkshirewestsafeguardingchildrenpartnership.org.uk/scp>

Phone: 0118 937 3641  
Outside of office hours: 01344 786543

### **1.7 Local Authority Designated Officers (LADOs)**

The Local Authority Designated Officer (LADO) works within Children's Services and provides advice and guidance to employers who have concerns about the behaviour of an adult working with young people. Studio Cambridge is committed to consulting with the LADO if the need arises.

#### **Cambridge and Ely based courses:**

Phone: 01223 727967  
Email: LADO@cambridgeshire.gov.uk

#### **Bishop's Stortford based courses:**

Phone: 01992 555420  
Email: LADO.Referral@hertfordshire.gov.uk

#### **Reading based courses:**

Mobile: 07841 253871  
Landline: 0118 937 3555  
E-mail: LADO@reading.gov.uk

## **2. SAFEGUARDING AIMS**

At Studio Cambridge we are committed to safeguarding children and young people and we expect everyone who works in our organisation to share this commitment. Staff in our school take all welfare concerns seriously and encourage children and young people to talk to us about anything that worries them. We will always act in the best interest of the child.

Studio Cambridge is committed:

- To supporting the child's physical and mental development in ways that will foster security, confidence and independence.
- To providing an environment in which children and young people feel safe, secure, valued and respected, and feel confident, and know how to approach adults if they are in difficulties, believing they will be effectively listened to.
- To raising the awareness of all teaching and non-teaching staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse; specifically: to ensure that staff know: how to identify the signs of abuse and neglect: how to pass on and record concerns about a pupil; that they have an individual responsibility to be alert to the signs and indicators of abuse and for referring child protection concerns to the DST; that they have a responsibility to provide a safe environment where children can learn.
- To emphasising the need for good levels of communication between all members of staff on pastoral and on safeguarding matters.
- To developing a structured procedure within the school which will be followed by all members of the school community in cases of suspected abuse.
- To developing and promoting effective working relationships with other agencies, especially the police and other appropriate external children's services.

- To ensuring that all staff including temporary staff working within the school who have substantial access to children have been checked prior to their starting dates as to their suitability, including verification of their identity, qualifications, and a DBS check, and a central record is kept for audit.
- To ensuring that all students are provided with the guidance they need to keep themselves safe including when online.
- To safeguarding the protected characteristics of students under the Equality Act 2010, namely:
  - disability
  - gender reassignment
  - race
  - religion or belief
  - sex
  - sexual orientation.
- To ensure that the safeguarding policy is up-to-date, incorporating the most recent DfE and local authority guidance, and is suitable for its purposes: the policy will be reviewed at least annually by the DSL and following scrutiny by the Managing Director (MD), and any changes required to the policy will be published.
- To recognise the importance of the role of the Designated Safeguarding Team (DST) and ensure they have the time, training and support necessary to undertake their duties which include, providing advice and support to staff, students' online safety and taking part in inter-agency meetings.
- To maintain confidentiality with regards to safeguarding matters - the MD and DST will disclose information about a child to other members of staff on a need-to-know basis only.
- To ensuring that all members of staff are aware of who the DSL and Deputy DSLs are and their role.
- To ensuring that all members of staff are aware of our child protection procedures.
- To information sharing when appropriate. The DST will discuss any concerns with the MASH or LADO as appropriate.
- To ensuring, through correct recruitment procedures, that all staff employed are suitable to work with children. This will include undertaking DBS checks and taking references.
- To promptly reporting to the DBS, any person whose services are no longer used because he or she is considered unsuitable to work with children
- To ensuring that deficiencies or weaknesses which are identified in the child protection and safeguarding arrangements are remedied without delay.

### **3. SAFEGUARDING POLICY**

#### **3.1 Safeguarding policy review**

There will be an annual review by the Managing Director of the Company's child protection and safeguarding policies and procedures, and the efficiency with which related duties have been discharged.

There will be a review of all safeguarding-related policies by the DSL at least annually, and also when there are any official updates or major incidents.

When the policy has been reviewed by the DSL, it will be provided to other members of staff for feedback on the highlighted changes).

### 3.2 Policy availability

The full policy is available on the Studio Cambridge website.

The policy is a self-contained document however it is to be read in conjunction with other policies, which are listed at the beginning of this policy.

There is a pared down version of the document available for stakeholders, e.g. homestay hosts, group leaders, transport providers.

## 4. CHILD PROTECTION

### 4.1 Recognising main forms of abuse

If staff are concerned about the safety or welfare of a student, they should talk to the Designated Safeguarding Lead. Abuse can be:

- **Physical abuse** is a form of significant harm which may involve including hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent fabricates the symptoms of, or deliberately induces illness in a child
- **Emotional abuse** is a form of significant harm which involves the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or "making fun" of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as over protection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **Sexual abuse** is a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the Internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- **Neglect** is a form of significant harm which involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### 4.2 Possible signs of main forms of abuse

All staff need to be alert to signs and symptoms that may indicate that a young person has suffered or is suffering abuse. Many of the signs and symptoms listed below may have an alternative explanation but all are a concern, particularly if several of these occur or they are persistent:

- Unexplained bruises or injuries – particularly if these appear inconsistent with the explanation
- Untreated injuries
- Withdrawal from physical contact
- Asking to move class
- Attention seeking or over compliance
- Attempted suicide / self-harm / self-mutilation
- Aggression to others / violent outbursts
- Poor peer relationships
- Inappropriate sexual remarks or behaviour
- Pregnancy
- Eating disorders
- Depression / low self-esteem / self-deprecation
- Alcohol or drug abuse
- Lying / delinquency / stealing
- Poor personal hygiene
- History of running away
- Inappropriate response to painful situations
- Overreaction to mistakes
- Reluctance to go home
- Fear of parents being contacted
- Mental health issues

#### **4.3 Secondary forms of abuse**

Abuse often goes beyond the four main types of abuse. These are known as secondary types of abuse. It's important that all staff and adult stakeholders are aware of some of the most common forms of secondary abuse, and know that they should immediately report any of these forms of abuse to the DST.

##### **4.3.1 Peer-on-peer abuse**

Peer-on-peer abuse refers to a range of types of abuse perpetrated by a child on another child. This may include:

- physical assault (e.g. hitting, kicking, shaking, biting, hair pulling)
- verbal bullying
- cyberbullying
- sexual assault
- sexual harassment, including upskirting, skirt raising, touching breasts etc
- gender-based violence
- sexting (also known as 'youth-produced sexual imagery')
- initiation and ritualistic types of violence (also known as 'hazing')

##### **4.3.2 Possible signs or symptoms of peer-on-peer abuse**

The signs and symptoms of peer-on-peer abuse may include, but are not limited to:

- bruises
- asking to move class
- asking to move homestay or residence
- depression / low self-esteem
- student appearing withdrawn
- truancy
- poor peer relationships
- eating disorders
- alcohol or drug use
- mental health issues
- disclosure

### **4.3.3 Reporting peer-on-peer abuse**

Members of staff are required to report peer-on-peer abuse as soon as possible and certainly within one working day instances or suspected instances of peer-on-peer abuse to the welfare staff or DST.

### **4.3.4 Minimising risk of peer-on-peer abuse**

Studio Cambridge seeks to minimise the risk of peer-on-peer abuse by:

- promoting an atmosphere in which 'telling' is safe and acceptable
- building the confidence of pupils by valuing them and their work as individuals
- informing students about the behaviour expected of them, stressing that they should be friendly and respectful towards each other
- accepting diversity and encouraging the sharing of different cultural experiences
- fostering an environment that encourages students to make friends with each other
- providing positive role models to students
- ensuring clear communication between all members of staff regarding the behaviour of students
- being vigilant to signs of unhappiness, distress or change of character in students
- providing training to staff on how to understand and identify peer-on-peer abuse, appreciate its consequences and follow the Company's policies
- ensuring adequate supervision

### **4.3.5 Procedure for dealing with peer-on-peer abuse**

Alleged instances of peer-on-peer abuse will be investigated by either the DST or a member of welfare staff. Records of the investigation will be kept by the DST. The school will provide appropriate support for both the victim and the perpetrator.

The school policy on anti-bullying is set out in a separate document - Policy on Bullying Towards Children.

### **4.3.6 Child sexual exploitation (CSE)**

CSE occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a person under the age of 18 into sexual activity. This can be a) in exchange for something the victim needs or wants, and/or b) for financial advantage or increased status of the perpetrator or facilitator. This imbalance may arise from a range of factors including gender, sexual identity, cognitive ability, physical strength, status, and access to economic and other resources. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

### **4.3.7 Possible signs or symptoms of CSE**

Children rarely self-report child sexual exploitation so it is important that staff are aware of potential indicators of risk, including:

- Acquisition of money, clothes, mobile phones etc without plausible explanation
- Gang-association and/or isolation from peers/social networks
- Association with other young people involved in exploitation
- Exclusion or unexplained absences from school
- Persistently going missing or returning late
- Excessive texts or phone calls
- Returning to residence or host under the influence of drugs or alcohol
- Inappropriate sexualised behaviour for age
- STIs or pregnancy
- Evidence/suspicions of physical or sexual assault
- Relationships with controlling or significantly older individuals or groups
- Frequenting areas known for sex work
- Concerning use of internet or social media

- Increased secretiveness around behaviours
- Self-harm or significant changes in emotional well-being

#### **4.3.8 Child criminal exploitation (CCE)**

CCE typically refers to county lines guidance. County lines is the police term for urban gangs supplying illegal drugs to suburban areas and market and coastal towns using dedicated mobile phone lines. It involves CCE as gangs use children and vulnerable people to move and/or store drugs and money. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion. This is known as cuckooing. County lines exploitation can still be exploitation even if it appears consensual, and can involve force or enticement based methods of compliance. It often involves serious violence or threats of violence and can be perpetrated by males and females, individuals and groups, young people and adults. There is usually a power imbalance in favour of those perpetrating the exploitation. As with CSE, the imbalance may arise from a range of factors, including gender, sexual identity, cognitive ability, physical strength, status, and access to economic and other resources.

#### **4.3.9 Possible signs or symptoms of CCE**

Some indicators of involve in serious violence, county lines and criminal exploitation are listed below:

- Persistently going missing from school or home, and/or being found out of the area
- Unexplained acquisition of money, clothes or mobile phones
- Excess receipt of texts and/or phone calls
- Reference to gangs
- Association with other young people involved in exploitation
- Relationships with controlling/older individuals or groups
- Returning home under the influence of, or otherwise misusing drugs/alcohol
- Leaving home without explanation
- Suspicion of physical assault / unexplained injuries
- Parental concerns
- Carrying weapons
- Significant decline in school performance
- Gang association or isolation from peers or social networks
- Self-harm
- Significant changes in emotional well-being

#### **4.3.10 Honour-based abuse (HBA) including female genital mutilation (FGM)**

Children may become entangled in disputes which involve some form of punitive violent action or non-violent abuse against a member of the child's family or the child themselves. There have been cases of acid attacks and arson as well as murder. Staff should be vigilant and report any suspicions of a child being at risk of, or already having suffered HBA to the DSL without delay.

Honour-based abuse may also include, among other things, forced marriage or FGM.

Female genital mutilation (FGM) comprises all procedures involving partial or total removal of external female genitalia or other injury of the female genital organs. It is illegal in the UK and constitutes a form of child abuse with long-lasting harmful consequences. FGM is internationally recognised as a violation of human rights of girls and women, and it is essential that staff are aware of certain practices and the need to look for signs, symptoms and other indicators of FGM. It involves procedures that intentionally alter/injure the female genital organs for non-medical reasons. There is a legal duty on staff to report any incident of FGM (whether planned or actual) to the police and children's services immediately. By law, staff who fail to report such cases will face disciplinary sanctions. The DSL must also be informed.

#### **4.3.11 Possible signs and symptoms of HBA or FGM**

Signs that HBA or FGM may take place:

- Child talking about getting ready for a special ceremony

- Family taking a long trip abroad
- Child's family being from one of the 'at risk' communities for FGM (Kenya, Somalia, Sudan, Sierra Leone, Egypt, Nigeria, Eritrea, Yemen, Afghanistan, Kurdistan, Indonesia, Pakistan)
- Knowledge that the child's sibling has undergone FGM
- Child talks about going abroad to be 'cut' or to prepare for marriage

Signs that indicate child has undergone FGM:

- Behaviour change on return from a holiday, such as being withdrawn and appearing subdued
- Bladder or menstrual problems
- Finding it difficult to sit still and looking uncomfortable
- Complaining about pain between the legs
- Mentioning something somebody did to them that they are not allowed to talk about
- Secretive behaviour, including isolating themselves from their social group
- Reluctances to take part in physical activity
- Repeated urinary tract infections
- Disclosure

#### **4.3.12 Domestic abuse (DA)**

Domestic abuse can be described as any incident, or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members, regardless of gender or sexuality. The abuse can be, but is not limited to, psychological, physical, sexual, financial and/or emotional. Exposure to domestic abuse and/or violence can have a serious, long-lasting emotional and psychological impact on children. In some cases, a child may blame themselves for the abuse, or may have had to leave the family home as a result.

Domestic abuse affecting young people can also occur within their relationships, as well as in the context of their home life.

#### **4.3.13 Possible signs and symptoms of DA**

Children who witness domestic abuse, may amongst other indicators:

- Become aggressive
- Display anti-social behaviour
- Demonstrate incontinence
- Suffer from depression or anxiety, and not do as well at school due to difficulties at home.

#### **4.4 Suspecting or hearing a complaint**

Members of staff suspecting a problem or hearing a complaint of abuse must:

- record what they have seen, heard or know accurately at the time the event occurs
- share their concerns immediately with the DSL

#### **4.5 If a student confides in an adult**

A child may choose **any** adult to talk to; therefore **all** adults need to know the right way to respond.

Adults should be aware of the following basic steps if a student discloses something:

1. Listen
2. Reassure
3. Report

Adults should not ask questions, but simply follow the steps above and report to the DSL/DDSL as soon as possible.

If a child or young person wants to confide, the adult should:

- be accessible and receptive
- listen carefully and uncritically, at the child's pace

- take what is said seriously but be non-judgmental
- reassure the child that it is alright to tell
- explain that you must pass this information on
- remember that the child is feeling very vulnerable
- make a careful record of what was said (see below)
- gather information on a 'need to know' basis – you do not need the whole story, just enough to take the next step

The adult must not:

- make promises about confidentiality
- investigate or seek to prove or disprove the allegation
- assume that someone else will take the necessary action
- jump to conclusions, be dismissive or react with shock, anger etc
- speculate or accuse anybody
- investigate, suggest or probe for information
- ask leading questions
- confront another person allegedly involved
- offer opinions about what is being said or the persons allegedly involved
- forget to record what you have been told
- fail to pass this information on to the DSL
- gossip about what you have been told either to colleagues or others

#### **4.6 Recording complaints**

Staff should make a record of complaints which will:

- include the time, date and place of the disclosure and details of who was present
- be in the child's words wherever possible
- be factual
- differentiate between fact, opinion, interpretation, observation or allegations
- be passed on to the DSL immediately (within 24 hours at most)

#### **4.7 Confidentiality**

Any adult who becomes aware of child protection information must only share it with the designated team; not with anyone else, including their own family. Confidentiality about both the victim and the accused must be maintained.

#### **4.8 Whistleblowing**

All staff are required to report to the DSL or Managing Director, any concerns or allegations about school or summer centre practices, or the behaviour of colleagues which are likely to put students at risk of abuse or other serious harm. There will be no retribution or disciplinary action taken against a member of staff for making such a report provided that it is done in good faith.

#### **4.9 Staff induction and training**

Ultimate responsibility for staff training lies with the DSL.

##### **4.9.1 Types of training**

All adults are required to undertake Basic Awareness training (previously called L1) – this includes homestay hosts.

Designated staff undertake Advanced Safeguarding training (previously called L2).

DSL and DDSLs have Specialist Safeguarding training (previously called L3).

#### **4.9.2 Frequency and delivery of training**

All new members of staff will receive Basic Awareness training as part of their induction. This may be delivered in person by the DSL or a DDSL, or carried out via an online course. If an online course is undertaken, this will be supported by additional in-house training by designated staff.

Existing staff will be expected to attend Basic Awareness training annually. This may be delivered by the DSL or a DDSL, or carried out via an online course. If an online course is undertaken, this will be supported by additional in-house training by designated staff.

Designated Staff will receive Advanced Safeguarding training annually. This will be delivered by the DSL or a DDSL.

Specialist Safeguarding training for the DSL and DDSLs will be delivered by an external provider, such as English UK. This training will be updated every 2 years.

There will be additional Basic Awareness and Advanced Safeguarding training if there is a change in relevant legislation, or if there is a serious safeguarding incident at the school.

#### **4.9.3 Content of training**

The Basic Awareness training will include organisation specific information. It will also be comprised of the following:

- the fact that safeguarding is our top priority and that all students have the right to be protected
- that all adults have a duty of care
- information on where to find this policy
- information about designated staff
- situations where adults need to respond
- where to find logging concern forms
- main forms of abuse, including signs and symptoms
- secondary forms of abuse, including signs and symptoms
- child disclosure
- confidentiality
- the difference between a concern and a serious issue
- vulnerable students
- staff code of conduct
- PREVENT training

The Advanced training includes the Basic Awareness training, but also includes:

- information on how to respond to safeguarding situations
- contact information for local authorities
- information on managing concerns and allegations

The Specialist training must ensure the DSL and DDSLs are able to confidently oversee any safeguarding issues that arise. They must know how local authorities work as well as having good awareness of ELT-related safeguarding.

#### **4.9.4 Ensuring staff understanding**

Ensuring staff understanding of the Basic Awareness and Advanced training will come via testing.

#### **4.9.5 Proof of training**

The DSL will keep a Safeguarding Training spreadsheet with the following information:

- staff name
- type of training they've undertaken
- date the most recent training took place

Staff who have taken external training where a certificate is issued, will be asked to forward a copy of the certificate to the DSL, who will keep this in a folder alongside the spreadsheet.

The DSL will monitor this spreadsheet to ensure staff training is kept up to date.

#### **4.9.6 DBS checks**

We will renew DBS checks on staff every 3 years or check their status on the online subscription service annually. Staff are required to inform their Line Manager or one of the company's Directors if they receive a caution or conviction for any offence whilst working for Studio Cambridge.

#### **4.10 Identifying vulnerable students**

Some students may be particularly vulnerable, for example if they have Special Educational Needs or a Disability (SEND). These students may be more susceptible to grooming and abuse. Designated staff, therefore, have responsibility to pay close attention to these students and be careful not to confuse signs of abuse with signs of a SEND condition

#### **4.11 Data confidentiality and storage**

The Company and its staff will ensure that all data about students is handled in accordance with the requirements of the law, and any national and local guidance. Any member of staff who has access to sensitive information about a child or the child's family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know. Regardless of the duty of confidentiality, if any member of staff has reason to believe that a child may be suffering harm, or be at risk of harm, their duty is to forward this information without delay to the DSL. All child protection concerns are recorded and stored securely by the DST. Our GDPR policy contains further information on the storage of information.

The Data Protection Act 2018 and GDPR do not prevent the sharing of information for the purposes of keeping children safe. This includes allowing practitioners to share information without consent.

### **5. CODES OF CONDUCT**

Studio Cambridge aims to protect both adults and children from any behaviour or actions which could be misconstrued. This is particularly important for staff who may inadvertently act in a way that could lay them open to allegations of inappropriate behaviour and the potential for their career being put at risk.

We have two Codes of Conduct – one for adults working at or with Studio Cambridge (staff, group leaders, homestay hosts), and one for students. This helps each group to understand what is considered appropriate behaviour in the UK.

The Sexual Offences Act 2003 states that any person in a Position of Trust engaged in sexual activity of any sort (even touching, kissing etc) with a student under the age of 18 is breaking the law (even though the legal age of consent is 16). This applies to all adults working or volunteering with under 18s. Both of our codes of conduct explain this so that all parties are aware of the law.

Please see the Code of Conduct for Staff and Adult Stakeholders and the Code of Conduct for Students for further information.

#### **5.1. Staff conduct**

Studio Cambridge has a duty to ensure that professional behaviour applies to relationships between staff and children, and that all members of staff are clear about what constitutes appropriate behaviour and professional boundaries.

At all times, members of staff are required to work in a professional way with children.

## 5.2 Inherent dangers

Staff should be aware of the dangers inherent in:

- working alone with a child
- physical interventions
- cultural and gender stereotyping
- dealing with sensitive information
- disclosing personal details inappropriately
- meeting students outside school hours or school duties

## 5.3 Potential concerns

Staff should be aware of situations in which their actions have the potential to be misinterpreted and which might then give rise to child-protection concerns. Staff should exercise particular care in settings of the following nature.

- Social events
- The giving of gifts
- Pupils in distress
- Sporting activities
- Showers and bathrooms
- Residential centres
- One-to-one situations
- Educational visits
- Transporting pupils – staff should not be alone in a vehicle with a pupil
- Use of photography and other electronic media, including ICT
- Particular caution should be exercised with social networking sites

## 5.4 Expectations of staff

Staff are expected to:

- understand the responsibilities which are part of their employment role and be aware that appropriate sanctions will be applied where these are breached
- always act and be seen to act in the student's best interests
- avoid any conduct which would lead any reasonable person to question their motivation and intentions
- take responsibility for their own actions and behaviour
- be open to advice and feedback from colleagues

Staff are also expected to avoid using their:

- position to gain access to information for their own advantage and/or a child's or family's detriment
- power to intimidate, threaten, coerce or undermine students
- status and standing to form or promote relationships with students which are of a sexual nature or which might become so

Where no specific guidance exists about particular situations or where staff are worried about how their actions might be interpreted they are advised to:

- discuss the circumstances that informed their action (or proposed action) with the DSL. This will help to ensure that the safest practices are employed and reduce the risk of actions being misinterpreted.
- discuss any misunderstandings, accidents or threats with the DSL.
- keep a record of discussions and actions taken.

All members of staff must understand that an allegation that they have assaulted a child, or placed a child at risk of harm will be a multi-agency matter, involving the Police and Children's Services.

## **5.5 Physical contact and restraint**

Members of staff may have to make physical interventions with children. Any use of restraint by staff will be reasonable, proportionate and lawful. Restraint will only be used when immediately necessary and for the minimum time necessary to prevent a pupil from doing or continuing to do any of the following:

- committing a criminal offence
- injuring themselves or others
- causing damage to property, including their own
- engaging in any behaviour prejudicial to good order and discipline, whether that behaviour occurs in a classroom or elsewhere.

Where restraint is used by staff, this should be recorded in writing.

Please see the Policy on the Use of Physical Restraint by Staff for further information.

## **6. PROCEDURES IN THE CASE OF CONCERN OR ALLEGATION**

### **6.1 Difference between a concern and a serious issue**

A concern is where something seems to be not right, however this is no immediate danger to the child. A serious issue is where a child could be in danger of harm/abuse and an urgent response is required. In the case of a serious issue, a member of the DST must be contacted immediately.

### **6.2 Procedures for dealing with concerns**

Members of staff should not investigate suspicions. If somebody believes that a child may be suffering, or may be at risk of suffering significant harm, they must refer such concerns to the DSL.

If there is a suspected issue with a homestay host, the student will immediately be removed from the homestay and placed in alternative accommodation. The homestay host should be suspended whilst the allegation is investigated.

If there is a suspected issue with a member of staff, this person will be suspended immediately whilst the allegation is investigated. Where appropriate, the DSL will contact the DBS to inform them of the situation.

### **6.3 Action to be taken by the DSL**

The action to be taken will take the following into account.

- The local inter-agency procedures of the Cambridgeshire Local Safeguarding Children Board or Multi Agency Safeguarding Hub (MASH).
- The nature and seriousness of the suspicion or complaint. A complaint involving a serious criminal offence will always be referred to the police.
- The wishes of the student. However, there may be times when the situation is so serious that decision may need to be taken, after all appropriate consultation, that override a student's wishes.
- The wishes of the student's parents, provided they have no interest which is in conflict with the student's best interests and that they are properly informed. It may be necessary, after all appropriate consultation, to override the parental wishes in some circumstances. If the DSL is concerned that disclosing information to parents would put a child at risk, he or she will take further advice from the relevant professionals before making a decision to disclose.
- Duties of confidentiality, so far as applicable.

If there is room for doubt as to whether a referral should be made, the DSL will consult with the LADO or MASH on a no names basis.

#### **6.4 Allegations against members of staff or homestay providers**

If anyone makes an allegation or complaint against any member of staff (including a homestay provider) the matter should be reported immediately to the DSL.

Where appropriate, the DSL will consult with the MD and allegations will be discussed with the LSCP or LADO before further action is taken.

Where a member of staff or a volunteer is removed from a regulated activity or resigns because he/she would have been removed from a regulated activity, a compromise agreement will not be used and there will be a prompt and detailed report to the Disclosure and Barring Service. Any such incidents will be followed by a review of the safeguarding procedures.

#### **6.5 Allegations against the DSL or Managing Director**

If anyone makes an allegation or complaint against the DSL, the MD and a member of the DST will investigate.

If anyone makes an allegation or complaint against the MD, the DSL and Sales Director (SD) will investigate.

Where appropriate, the DSL, DST, MD or SD will discuss the situation with the LSCP or LADO before further action is taken.

Where a member of staff is removed from a regulated activity or resigns because he/she would have been removed from a regulated activity, a compromise agreement will not be used and there will be a prompt and detailed report to the Disclosure and Barring Service. Any such incidents will be followed by a review of the safeguarding procedures.

#### **6.6 Allegations against students**

A student against whom an allegation of abuse has been made may be suspended from school and/or removed from their accommodation during the investigation and the Company's policy on behaviour, discipline and sanctions will apply. During the process, the accused student(s) will receive support from a member of the DST.

Studio Cambridge will take advice from the LADO on the investigation of such allegations and will take all appropriate action to ensure the safety and welfare of all students involved, including the student or students accused of abuse. If it is necessary for a student to be interviewed by the police in relation to allegations of abuse, Studio Cambridge will ensure that, subject to the advice of the LADO, parents are informed as soon as possible and that the student is supported during the interview by an appropriate adult.

### **7. ACCOMMODATION**

In order to ensure that homestay hosts are suitable for hosting Studio Cambridge students, appropriate checks will be made to assess their suitability. All new hosts will be visited and assessed for suitability by our accommodation team. References will be taken and enhanced DBS disclosures will be obtained from all new hosts before they are allowed to host junior students. We aim to revisit existing hosts on an annual basis.

Under 18s are housed in a homestay or supervised residence (during the summer) only. Private homes (lodging houses) are not used for under 18s. For under 18s (excluding those in private accommodation), breakfast and dinner is always provided.

Within our residential accommodation, students under the age of 18 are kept either in a separate residence or a separate block from over 18s.

Students are not allowed to stay elsewhere overnight unless we have received written permission from a parent/guardian/group leader. Additionally, we must know where the student will be, and who will be responsible for them in the time they are away (along with contact details for that person).

#### **7.1 Homestay and residential accommodation for under-18s**

Studio Cambridge undertakes to take reasonable steps to ensure that a sufficient level of protection for all students under the age of 18 is provided.

Unless by specific request, in writing and with the approval of parents or guardians:

- students aged 15 years or under will be accommodated in a house with students of a similar age, (ages 13 to 17), and not with students aged 18 years or over
- students aged 18 & 19 will not be accommodated in a house with students aged 15 or under
- students aged 20 or over will not be accommodated in a house with students aged 17 or under
- students aged under 16 will not live in homestay accommodation for more than 27 days unless the host is registered as a foster parent.
- Homestay accommodation will not be offered to students under the age of 18 until:
  - homestay providers have been interviewed and their premises inspected by a Studio member of staff
  - homestay providers and resident adults living on the premises have completed and signed the Children Act 1989 declaration form
  - two references for the homestay provider have been taken up
  - the lead host has been DBS checked.

## **7.2 Private fostering**

Private fostering regulations are set out by the government to ensure that vulnerable children who live away from their families are given safe and appropriate care.

A student is considered as privately fostered if they are under 16 (or under 18 if they have a disability) and live with a host family for 28 days or more.

Hosts who wish to be part of the Private Fostering Scheme must register with Cambridgeshire County Council who assess their application and confirm to Studio their suitability.

A private fostering assessment also takes place for each individual arrangement and looks at various aspects of the host's life to ensure that arrangements are safe and suitable for that specific child.

Private fostering hosts are not to host additional students aged 16 or over for the duration of the fostering arrangement, unless by special agreement with Studio Cambridge.

## **8. SUPERVISION, SAFETY AND WELLBEING**

### **8.1 Supervision**

Part of the experience of coming to Studio Cambridge, for some of the older junior students is to enjoy their independence. There are times, therefore, for some of our students that they are not directly being supervised.

We have robust risk assessments in place to ensure that the risk of harm to students, as far as possible, when they aren't being supervised is minimal. All relevant risk assessments are overseen by the Safeguarding Group. Parents are informed of the level of supervision provided via our Pre-Arrival Information documents sent out in advance of the students' course or through the group leader if it's a group student.

#### **8.1.1 Under-18s on mini-stay group courses**

For students who are under 18 and studying as part of a mini-stay group, (on an integrated course or as part of a closed group).

- Students are supervised at the following times:
  - During lessons
  - During Studio-organised activities (although some activities may include a small amount of free time)
  - During certain parts of a Studio-organised excursion (some free time is usually allowed)

- On the coach whilst on a Studio-organised airport transfer
- Whilst in their homestay (when their homestay host is home)
- Students are not allowed to stay out overnight or to leave the city without a Group Leader
- The night-time curfew is 22:00.

Students may not miss lessons, activities or excursions, unless they are unwell or have specific permission from their group leader and/or their parents. In the case of permission being granted, it is made clear to group leaders and parents that neither the hosts nor the school can be held responsible for the student's supervision at that time. We also get assurance from the Group Leader that he or she is personally responsible for the student during the period in question.

### **8.1.2 Under-18s on integrated courses**

Students who are under 18, studying on a regular integrated course, and not part of a group:

- are expected to attend all classes unless they are unwell.
- have an evening curfew of 22:00.
- are not allowed to travel independently outside of Cambridge unless the appropriate consent form is completed.
- Students are supervised at the following times:
  - During lessons
  - During Studio-organised activities (although some activities may include a small amount of free time)
  - During certain parts of a Studio-organised excursion (some free time is usually allowed)
  - Whilst in their homestay (when their homestay host is home)

### **8.1.3 Sir George students**

Students who are studying on our Sir George programme, and not part of a group:

- are expected to attend all classes and activities unless they are unwell.
- must be in the homestay by 22:00 each evening.
- are not allowed to travel independently outside of Cambridge unless the appropriate consent form is completed.
- Students are supervised at the following times:
  - During lessons
  - During guided-study sessions
  - During Studio-organised activities (although some activities may include a small amount of free time)
  - During certain parts of a Studio-organised excursion (some free time is usually allowed)
  - Whilst in their homestay (when their homestay host is home)

### **8.1.4 Summer camp students**

#### **Sir Edward, Sir Henry, Sir Richard and Sir Laurence**

- Students are not allowed off-campus unless on a school organised activity or excursion.
- Students are allowed a short period of unsupervised free time during their excursions

#### **Sir Michael**

- Students on Sir Michael must be in their residence by 21:30 or homestay by 22:00
- Students are directly supervised at the following times:
  - During lessons
  - During Studio-organised activities (although some activities may include a small amount of free time)
  - During excursions (although some free time on each trip is allowed)
  - Whilst in their homestay (when their homestay host is home)

#### **Sir Christopher**

- Students on Sir Christopher must be on campus by 21:30.
- Students are directly supervised at the following times:
  - During lessons
  - During Studio-organised activities (although some activities may include a small amount of free time)
  - During excursions (although some free time on each trip is allowed)

## **8.2 Attendance**

- All scheduled off-site activities and excursions for students under the age of 16 are supervised by staff with a ratio of 1 staff member to a maximum of 15 students.
- Students may not miss compulsory lessons, activities or excursions, unless they are unwell or are accompanied by their group leader or an adult family member, and consent has been received.
- Students are not allowed to travel outside the city (except on a school organised excursion), unless they are accompanied by their group leader or a named adult via a consent form from a parent/guardian.

## **8.3 Procedures for missing students - lessons**

Studio Cambridge takes attendance very seriously. This information should be read in conjunction with our Policy on Student Attendance.

### **8.3.1 Summer camp students**

Students on summer camps are expected to attend all classes. If a student hasn't arrived at the class within 15 minutes of the start of the lesson, the teacher must notify the welfare team (WO & AWO).

Depending on the summer camp, this may be done via email or WhatsApp. If the classroom has a laptop, the teacher may use this to send the email to the welfare team. Alternatively, teachers may send the message via their own mobile phone. The Course Director will decide what works best at their centre.

If a teacher doesn't have a mobile phone that they can use, or if the centre does not have Wi-Fi, they must discuss this with the Course Director and an alternative procedure will need to be put in place for this teacher's class (for example, the DoS or WO goes to that classroom 15 minutes after the start of the lesson).

The welfare team will immediately start chasing up any missing students, whilst continuing to monitor their emails/Whatsapp messages in case the student arrives later.

A log will be kept by the Welfare team of all late students and outcomes.

### **8.3.2 Sir George and year-round individual under-18s**

Sir George and year-round individual under 18-year-old students are required to report to reception before morning lessons, and again at the end of lunch time before their afternoon lessons start.

If they don't report to reception, this is followed up immediately by the welfare staff.

A log will be kept by the welfare team of all late students and outcomes.

### **8.3.3 Mini-stay group under-18s**

Students of mini-stay groups go straight to their classes and a member of welfare staff checks the classes/registers 15 minutes after they start.

If any students are missing, this is followed up immediately by the welfare staff.

A log will be kept by the welfare team of all late students and outcomes.

## **8.4 Procedures for missing students – activities and guided study sessions**

### **8.4.1 Summer camp students**

There is a procedure at each camp for monitoring student attendance to activities. If a student is missing from an activity, this is followed up by the welfare team.

### **8.4.2 Sir George and individual under-18s**

Sir George students are expected to attend all activities and guided study sessions. If they don't turn up, the Head of Pastoral Care is informed and follows this up with the student.

Under-18 year old students on other year-round courses are not required to attend activities or guided study sessions.

### **8.4.3 Mini-stay group under-18s**

If a group student doesn't attend a group activity, this is reported to the group leader(s) or HoPC if there are no GLs. The GL and HoPC will liaise to discuss who will follow this up.

## **8.5 Procedures for missing students - excursions**

### **8.5.1 Summer camp students**

There is a procedure at each camp for monitoring student attendance to excursions. If a student is missing at the start of an excursion, this is followed up by the welfare team.

### **8.5.2 Sir George and individual under-18s**

Excursions are not compulsory for these students, however if they book to go on one of our YL excursions and then don't show, the member of staff leading the excursion will try to contact the student, to see where they are. If they cannot do this, they will notify the EP holder who will follow it up.

### **8.5.3 Mini-stay group under-18s**

If a group student doesn't show up to an excursion, if there is a GL present, they will be responsible for contacting the student and deciding what to do. If there is no GL, the member of staff will inform the EP holder who will follow it up.

## **8.6 Procedures for missing students – night times**

### **8.6.1 Homestays**

Homestay hosts will call the emergency phone if the student isn't home just after curfew. If the student doesn't come home within 2 hours of curfew, the EP holder will call the police.

### **8.6.2 Residential staff on summer camps**

Residential staff will call the Welfare Officer if a student still hasn't returned home 30 minutes after curfew. If the student still hasn't returned two hours after curfew, the WO will inform the EP and call the police.

## **8.7 Procedures for missing students – transfers**

If a student doesn't arrive off a plane as expected, the member of staff due to meet the student will call the EP who will follow up on the situation.

## **8.8 Procedures for missing students – arrivals**

If a student doesn't arrive to a homestay or residence on the day expected, the homestay host or residential staff will inform the EP, who will follow up on the situation.

### **8.9 Students younger than the specified age range of the course**

Occasionally, through error by parents or agents, students under the specified age range are enrolled on a course. In these cases, they are more vulnerable to the influences of older students and we should take the following extra precautions:

- Immediately the error is discovered it is reported to the Sales Director. The Sales Director will work with the parents and/or agent to see what remedies can be applied, including moving the student to another programme with the appropriate age range. We maintain the right to make such a move even over the objection of parents and agent since the student's wellbeing takes precedence over any other consideration.
- If it is decided that it is in the best interests of the student not to be moved, the Sales Director will still ensure that parents and agent are aware of the problem and our solution, and the agent will be informed that better care must be taken in providing accurate details on prospective students when making bookings in the future.
- If an under-age student is allowed to continue with his or her programme, the host college, if any, will be informed of the decision and the reason for taking it.
- The Course Director or Welfare Officer speaks with any such students on arrival to check they are OK and to assess their maturity. The level of additional supervision will depend on that and future assessments. They check with the students again as needed during the programme.
- Other staff are made aware that the student is under the age of the programme and needs special care and attention.

### **8.10 Students who have a birthday whilst on our course**

Students who wish to enrol but have a birthday whilst the course is running making them a year older than the maximum age of the camp, will be accepted

Students who are younger than the minimum age but turn the correct minimum age during the course, will not be accepted onto the course unless in special circumstances, agreed on by the Management Team.

### **8.11 Student mental health issues**

Studio Cambridge is dedicated to supporting students who experience mental health issues while attending our courses and camps. Mental health issues can be an indication of a safeguarding concern and staff are made aware of this through training. All of our centres have a Head of Pastoral Care or a Welfare Officer who are available to give assistance in a confidential manner.

Please see our Policy on Student Mental Health Issues for further information.

### **8.12 Student welfare presentations**

All students attend a welfare presentation meeting on their first day in school.

The following areas are discussed:

- Their feelings about their transfer, accommodation and experience of their stay so far
- Class times and the necessity of attending all lessons
- Whom to consult if they have a problem with their classes, accommodation or personal issues
- What time they are advised to return home in the evening
- The Student Code of Conduct

- The legalities relating to buying alcohol, visiting pubs, taking drugs etc.

An orientation tour of the school, campus and/or the city will precede or follow the meeting.

### **8.13 Student understanding of safeguarding**

The students are informed about safeguarding via the Student Code of Conduct. They are told some of the main rules for staff and what to do if they have a concern that an adult is behaving inappropriately.

## **9. RISK ASSESSMENTS**

We have many risk assessments in place for safeguarding our under 18s, and robust systems for ensuring they are properly used. Please see our Policy on Risk Assessments for further information.

## **10. RECRUITMENT**

Studio Cambridge is committed to following safer recruitment procedures. Please see our Policy on Recruitment for further information.

## **11. WELFARE PROVISION**

### **11.1 Summer camp students**

Each summer camp has a Welfare Officer who is responsible for all welfare on the camp. This staff member is supported by other colleagues who also have welfare responsibilities. The exact provision of welfare will depend on the situation.

### **11.2 Year-round students**

The year-round students are supported by the Head of Pastoral Care as well as the members of staff who comprise the welfare group. The exact provision of welfare will depend on the situation.

#### **a. Dealing with welfare concerns**

If there is a welfare concern, the member of staff reports this to the Welfare Officer or Head of Pastoral Care. The Head of Pastoral Care will inform relevant staff and provide follow up care as required. All incidents are recorded on the Welfare Log.

#### **b. Emergency contact details**

Emergency contact details are taken at registration for all students. The WO or HoPC checks the forms and chases up any missing information.

Emergency contact detail forms are also requested in advance of the student's arrival.

In addition, for groups, if school does not have contacts, we check that agents/GLs have contact details of parents and that agent provides 24-hour support and the agreement is that all contact is through agent. It is not acceptable for only GLs to have them – in case they are involved in an incident with students.

#### **c. First aid and medical care**

We take our responsibility for ensuring students get the medical help they need whilst they are in our care very seriously.

Please read our Policy on First Aid to understand more about the first aid procedures we have in place.

Students are required in our terms and conditions to tell us about any special needs prior to enrolment. Please read our Policy and Procedures for Students with Special Needs for further information.

Parents are sent the Pre-Arrival Information and an Emergency Contact Details form in advance which asks about consent in case of medical situations, and any medication the student may need to take. The ETO/agent contract covers these points when we have no direct contact with parents.

If a student requires specific medical care whilst they're here, this will be overseen by the HoPC or the WO.

## **12. BEHAVIOUR AND DISCIPLINE**

To ensure good behaviour from our students, we use the following tools:

- Student code of conduct
- Rules and sanctions appropriate to the course (given to the students in their handbook)
- Adults setting good examples
- Year-round disciplinary procedure (welfare staff trained in this)
- Summer camp disciplinary procedure (all staff made aware of this through training)

## **13. FIRE SAFETY**

We take fire safety extremely seriously. Please see our Policy on Fire Safety for further information.

Additionally, for our summer camps, Course Directors take responsibility for ensuring that staff responsible for residential care (including overnight care) are trained in fire procedures relevant to their residence. Additional consideration is taken for younger students.

## **14. AIRPORT TRANSFERS**

### **14.1 Arrivals**

Junior students are encouraged to use our airport transfer service and if they choose not to, we send our Risk Assessment for Travelling to Cambridge Independently so they are made aware of the potential dangers of travelling alone. Students aged under 16 are not allowed to travel independently to the course centre.

Our airport transfer service involves either a member of staff, or a DBS-checked taxi driver booked via a company we have an account with, standing in the arrivals lounge with a sign and the student's name (or the group name) on. If the student is an individual, they are told in advance they should ask the driver to confirm their ID number and should only go in the car if the person can confirm their ID number back to them. If the student is a UM, they should be accompanied by airline staff until they meet our driver or airport rep.

We issue an arrival transfer confirmation document and pre-arrival information sheet which sets out the procedure on arrival and number of our emergency telephone (EP). The EP handler is trained on what to do should an unforeseen circumstance arise. The taxi companies we use monitor flight arrival times and so if flights are delayed, they wait until appropriate time to send drivers (to avoid them waiting unnecessarily at the airport).

When students are sharing a taxi, the aim is for them to wait no more than one hour. Students with a private taxi do not have to wait at all as the driver will be there to meet them.

### **14.2 Departures**

Students are issued with a departure transfer confirmation letter stating what time they will be collected from their accommodation (unless they are part of a group, in which case the GL passes on the information). If the student is a UM, the driver or a member of our staff at the airport will wait with the student until the airline staff are ready to take responsibility for the student.

In the case of a cancelled flight, the EP handler books a taxi for the student to return to the course centre or emergency homestay accommodation if needed and liaises with the agent/parent about booking a new flight. If

the student is a UM, they must stay with airline staff until the taxi (or a member of our staff, if we have someone there) arrives to collect the student.

## **15. E-SAFETY**

The primary focus of e-safety is child protection. It is important that we recognise, however, that e-safety risks are posed more by behaviour and values online than the technology itself. Our overall approach is to allow, not to restrict access to technology. We need to empower learners to develop safe and responsible online behaviour to protect themselves. Please read our Policy on E-safety for Students for further information.

## **16. PREVENT DUTY**

Studio Cambridge understands its responsibilities under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below.

We aim to promote the following core fundamental British values through our lessons, our codes of conduct, and our policies:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith

We promote a safe and supportive international environment where respect for and tolerance of others' beliefs is required via clear expectations of accepted behaviours and those, including radicalisation and extremism, that will not be tolerated. Additionally, we undertake a risk assessment to ensure we are doing what we can to prevent students from becoming radicalised.

If a member of staff has concerns about a student being radicalised, they have a duty to notify the Prevent Lead. Studio Cambridge will ensure that all staff are trained to:

- be alert to the possibility that a student is at risk of being radicalised
- know how to report concerns

Please see our Policy on Prevent for further information.

## **17. PARENTAL CONSENT**

It's important to Studio Cambridge that parents fully understand the level of care and safeguarding their child will receive whilst under our supervision.

Parents are sent the Pre-Arrival Information and an Emergency Contact Details form which covers information about the level of supervision students receive and also asks about consent in case of medical situations. The ETO contract covers these points when we have no direct contact with parents.

Parents are also required to sign a variety of consent forms for different circumstances, including:

- No Transfer Parental Consent Form (for under 16 year olds travelling to or from the course centre with the parent or another adult)
- Parental Special Request Form (for when parents want their child to do something other than the scheduled course programme)
- Private Accommodation Consent Form (for when parents want to arrange their child's accommodation privately)
- Sir George Activity Absence Form (for SG students who have been here for more than 4 weeks and want to stop attending activities)
- Year-Round Group Special Request Form (for groups who want to do something different from the scheduled programme)
- Summer Camp Group Special Request Form (for groups who want to do something different from the scheduled programme)

- IEC Residential Accommodation Consent Form (for students aged 16/17 on IEC who want to be residential)
- Summer Camp Travel Consent Form (for students who want to leave the campus or city with a parent or another adult as specified by the parent)
- Year-Round Travel Consent Form (for students who want to travel outside of Cambridge)

## **18. EXTERNAL SUPPLIERS**

Business letters or emails are required from the legally authorised representatives of all external suppliers who may have unsupervised contact with Studio's young students (e.g. taxi companies and coach / tour operators), stating that they have taken reasonable steps to ensure that a sufficient level of protection for students under the age of 18 is provided.

*Reviewed: Jan 2021 by RM, LE & RE  
Next review due: Jan 2022*