

Safeguarding and Child Protection Policy

Policy Statement

Educate Study Limited recognises our moral and statutory responsibility to safeguard and promote the welfare of all children. We acknowledge that “it could happen here”. We make every effort to ensure that students and adults feel safe, secure, valued and respected, and feel confident to talk if they are worried, believing they will be effectively listened to.

The purpose of this policy is to provide staff, volunteers and homestays with the framework they need in order to keep children safe and secure whilst they are in our care. The policy also informs parents, agents and partner schools how we will safeguard their children whilst they are in our care.

This policy is based on guidance from the most recent versions of *KCSIE* and *Working Together to Safeguard Children*. It also makes use of guidance from the NSPCC website.

Key Safeguarding Contact Details

Role	Name	Telephone Number	Email
Designated Safeguarding Lead (DSL)	Ally He	07880228066	allyhe@educatestudy.com
Educate Study 24-Hour emergency contact	Ally He	07880228066	allyhe@educatestudy.com
LSP	MSP Business Unit officers	0161 234 5001	manchestersafeguardingpartnership@manchester.gov.uk
LADO	Duty Child Protection Advisor	0161 603 4350	lado@salford.gov.uk

Child Protection Principles

The following principles underpin our provisions and practices in relation to safeguarding and child protection:

- Educate Study Limited will provide a safe and secure environment for all students;
- Homestays and transfer companies provide a safe and secure environment for all students;
- All students feel safe, secure and protected from harm;
- All students know who to turn to for help, advice or support, can access services confidentially, quickly and easily and have access to 24-hour support;
- The Mr. Bing Wang of the company has overall responsibility and accountability for the safeguarding and welfare of the students;
- All staff, homestays and volunteers share in the responsibility to protect students from harm, remain vigilant in identifying safeguarding and child protection issues and to follow policies and procedures relating to safeguarding and child protection;
- Students and staff have effective means by which they can raise child protection concerns or report issues;
- Staff have at least one reliable means to contact all students quickly and directly;
- Staff are aware of the medical or learning needs of individual students via the Student Record and these are shared with the homestay on a need to know basis;
- In cases where the whereabouts of a student under Educate Study Limited is not known or the student is believed to be at risk of harm, procedures to locate the student by the safest and quickest means possible, or secure the safety of the student will be invoked immediately by following the Missing Student policy;
- The company has procedures in place that enable child protection concerns and incidents to be dealt with promptly and effectively and in line with relevant legislation.

Educate Study Limited is committed to the protection of all children in its care. We are committed to safeguarding student welfare and undertake rigorous checks on all who work with us and we expect all staff, volunteers and homestays to share this commitment.

Safeguarding students is the responsibility of us all, including full-time, part-time, contracted, agency and volunteer staff including those who do not have cause to come into direct or regular contact with students in order to carry out their daily duties. It also applies to those who provide homestay accommodation for our students and third party contractors.

Where there is a safeguarding concern Educate Study Limited will ensure the child's wishes and feelings are taken into account when determining what action to take and what services to provide. We provide clear information for students in the student handbook www.educatestudy.com. We check that students understand the information and are comfortable about how they can raise a concern. We explain how concerns will be treated seriously, and that students can safely express their views and give feedback.

The safety and welfare of children, or Child Protection, means protecting children from physical, emotional or sexual abuse or neglect where there is an identified risk. Safeguarding is the minimisation of the risk to children from all forms of child abuse including for example:

- Child sexual exploitation
- Peer on Peer abuse
- Radicalisation and extremism
- Female genital mutilation

- Physical, emotional, sexual abuse or neglect
- Domestic abuse
- Online abuse
- Bullying and cyber bullying

We aim to ensure that the students in our care experience at all times a caring and secure environment in which they feel safe, respected and valued.

In pursuit of this aim, Educate Study Limited undertakes the following:

1. We ensure that we lead from the top by ensuring that our director Bing Wang has the appropriate safeguarding knowledge and involvement in the procedures we have in place. This includes having oversight of arrangements.
2. Training is provided for all staff and homestays to a level appropriate for their role (see training section below);
3. We promote an environment of trust, openness and clear communication between students, school and Educate Study Limited staff and our Homestays, so that student welfare, safety and pastoral care is recognised as the top priority;
4. We respond to any reported allegation or suspicion of child abuse in accordance with the Educate Study Limited procedures as outlined below;
5. We ensure that all guardianship personnel, homestays and personnel offering outsourced services who come into direct contact with students in our care, are recruited using safer recruitment practices and are formally screened through the completion of an enhanced DBS check;
6. We maintain links with the appropriate agencies who have a statutory responsibility to deal with child welfare and child protection concerns.

If you have any reason to believe that a child in your care is suffering from any form of abuse or neglect then please report it immediately in confidence to the DSL using the contact details listed in this policy.

Supporting procedures and documents

This policy is to be read in conjunction with the following policies and documents:

- Anti-bullying and (including cyber-bullying) policy
- Anti-Radicalisation Policy
- Online safety policy
- Emergency procedure (This includes information on the guardianship organisation's approach to foreseeable emergencies, such as a pandemic.)
- Low Level Concerns Policy
- Missing student Policy
- Safer Recruitment Policy

- Staff and Homestay Code of Conduct
- Whistleblowing Policy

Government guidance

- https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf
- [Working together to safeguard children](#)
- [Sexual violence and sexual harassment between children in schools and colleges](#)

Keeping Children Safe in Education

Part one of *Keeping Children Safe in Education* provides an overview for staff, homestays and volunteers who are working with children. This is written with schools and colleges in mind, but much of the information is relevant to guardianship organisations and homestays. Educate Study Limited advises all staff, homestays and volunteers who come into contact with children to have read this document. This can be found here

https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf

Annex A of *Keeping Children Safe in Education* is a condensed version of Part one of *Keeping Children Safe in Education*. Educate Study Limited advises all staff who do not directly work with children to read this document instead of part one.

Definitions

Term	What this means
Safeguarding and promoting the welfare of children	<p>is defined as:</p> <ul style="list-style-type: none"> • protecting children from maltreatment; • preventing impairment of children's mental and physical health or development; • ensuring that children grow up in circumstances consistent with the provision of safe and effective care; • taking action to enable all children to have the best outcomes.
Child Protection	Is a part of safeguarding and promoting welfare. It refers to the

	activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.
Designated Safeguarding Lead (DSL)	This is the person identified as taking the lead in safeguarding matters in an organisation. This person (and any deputy) will be trained to a higher level.
Prevent	Prevent is the name given to part of the government's strategy to prevent terrorism by reducing the possibility of radicalisation.
Local Safeguarding Partnership (LSP)	Formerly Local Safeguarding Children Board (LSCB) and consisting of the local authority, the clinical commissioning group within the local authority and the chief office of police within the local authority.
LADO	The role of the Local Authority Designated Officer (LADO) is to coordinate all allegations and concerns made against a person who works with children.
Children	'Children' includes everyone under the age of 18.

B What is abuse and neglect?

- Knowing what to look for is vital to the early identification of abuse and neglect. All staff and homestays should be aware of indicators of abuse and neglect so that they are able to identify cases of children who may be in need of help or protection. If staff or homestays are unsure, they should always speak to the DSL.
- All staff and homestays should be aware that abuse, neglect and safeguarding issues are rarely stand-alone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.
- Contextual Safeguarding: All staff, volunteers and homestays should be aware that safeguarding incidents and/or behaviours can be associated with factors outside the guardianship organisation, school or college and/or can occur between children outside of these environments. All staff, but especially the designated safeguarding lead (and deputy) should consider whether children are at risk of abuse or exploitation in

situations outside their families. Extra-familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual exploitation, criminal exploitation, and serious youth violence.

Types of abuse and neglect

(Taken from *Keeping Children Safe in Education* 2024)

Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

Physical abuse: a form of abuse which may involve 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 or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child 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 a child's developmental capability as well as overprotection and limitation of exploration and learning or preventing the child from 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, although it may occur alone.

Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving 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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue (also known as peer on peer abuse) in education and all staff and homestays should be aware of it and of their guardianship organisation's policy and procedures for dealing with it.

Neglect: 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, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

(For specific types of abuse, please see the additional information at the end of this policy).

Signs of Abuse and Neglect

The following information has been taken from the NSPCC website <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/>. (This website page also includes further details on other specific signs of abuse including bullying and cyberbullying, child sexual exploitation, child trafficking, criminal exploitation and gangs, domestic abuse, FGM, grooming, non-recent abuse, and online abuse.)

Common signs

The NSPCC list the following as common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious

- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body

These signs don't necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour – but we can help you to assess the situation.

You may also notice some concerning behaviour from adults who you know have children in their care, which makes you concerned for the child/children's safety and wellbeing.

Indicators of Physical Abuse

Bumps and bruises don't always mean a child is being physically abused. All children have accidents, trips and falls. And there isn't just one sign or symptom to look out for. But it's important to be aware of the signs.

If a child regularly has injuries, there seems to be a pattern to the injuries or the explanation doesn't match the injuries, then this should be reported.

Physical abuse symptoms include:

- bruises
- broken or fractured bones
- burns or scalds
- bite marks

It can also include other injuries and health problems, such as:

- scarring
- the effects of poisoning, such as vomiting, drowsiness or seizures
- breathing problems from drowning, suffocation or poisoning

Head injuries in babies and toddlers can be signs of abuse so it's important to be aware of these. Visible signs include:

- swelling
- bruising

- fractures
- being extremely sleepy or unconscious
- breathing problems
- seizures
- vomiting
- unusual behaviour, such as being irritable or not feeding properly

Indicators of Emotional Abuse

There might not be any obvious physical signs of emotional abuse or neglect. And a child might not tell anyone what's happening until they reach a 'crisis point'. That's why it's important to look out for signs in how a child is acting.

As children grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. But children who are being emotionally abused might:

- seem unconfident or lack self-assurance
- struggle to control their emotions
- have difficulty making or maintaining relationships
- act in a way that's inappropriate for their age

The signs of emotional abuse can also be different for children at different ages.

Children might:

- use language you wouldn't expect them to know for their age
- act in a way or know about things you wouldn't expect them to know for their age
- struggle to control their emotions
- have extreme outbursts
- seem isolated from their parents
- lack social skills
- have few or no friends.

Indicators of Sexual Abuse

Knowing the signs of sexual abuse can help give a voice to children. Sometimes children won't understand that what's happening to them is wrong or they might be scared to speak out. Some of the signs you might notice include:

Emotional and Behavioural signs

- Avoiding being alone with or frightened of people or a person they know
- Language or sexual behaviour you wouldn't expect them to know
- Having nightmares or bed-wetting
- Alcohol or drug misuse
- Self-harm
- Changes in eating habits or developing an eating problem

Physical Signs

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy

If a child is being or has been sexually abused online, they might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet
- Children and young people might also drop hints and clues about the abuse

Indicators of Neglect

Neglect can be really difficult to spot. Having one of the signs doesn't necessarily mean a child is being neglected. But if you notice multiple signs that last for a while, they might show there's a serious problem. Children and young people who are neglected might have:

Poor appearance and hygiene

- being smelly or dirty
- being hungry or not given money for food

- having unwashed clothes
- having the wrong clothing, such as no warm clothes in winter

Health and development problems

- anaemia
- body issues, such as poor muscle tone or prominent joints
- medical or dental issues
- missed medical appointments, such as for vaccinations
- not given the correct medicines
- poor language or social skills
- regular illness or infections
- repeated accidental injuries, often caused by lack of supervision
- skin issues, such as sores, rashes, flea bites, scabies or ringworm
- thin or swollen tummy
- tiredness
- untreated injuries
- weight or growth issues

Housing and family issues

- living in an unsuitable home environment, such as having no heating
- being left alone for a long time
- taking on the role of carer for other family members

Change in behaviour

- becoming clingy
- becoming aggressive
- being withdrawn, depressed or anxious
- changes in eating habits

- displaying obsessive behaviour
- finding it hard to concentrate or take part in activities
- missing school
- showing signs of [self-harm](#)
- using [drugs or alcohol](#)

Procedures

When new staff, volunteers or homestays join our organisation, they are informed of the safeguarding arrangements in place, the name of the DSL and how to share concerns with them. Please note that the usual reporting channel is via the DSL, however anyone can make a referral direct to the LSP or LADO. The contact details are included in this document.

Actions to be followed if there are concerns about a child or young person

- All staff members and homestays have a duty to identify and respond to suspected / actual abuse or disclosures of abuse. Any member of staff, volunteer or homestays who receives a disclosure or allegation of abuse, or suspects that abuse may have occurred must report it immediately to the DSL.
- Where there is risk of immediate harm, concerns will be referred immediately by telephone to the LSP MSP Business Unit officers or the Police.
- Less urgent concerns or requests for support, including for Early Help, will be sent by the DSL to the LSP via MSP Business Unit officers.
- The DSL may also seek advice from Social Care or another appropriate agency about a concern, if we are unsure how to respond to it.
- The DSL will refer any safeguarding concerns that relate to an incident in school to the school. Concerns will be referred to the school DSL. If an allegation is made against a member of school staff, the guardianship organisation will check the school policy to see who to refer such matters to. This is usually the Head of the School. If the allegation involves the Head, then usually the chair of governors should be informed.
- Where a concern is not seen to reach the threshold for a referral, the DSL will keep the concern on file and

will monitor the situation. Should the concern escalate, a referral will be made to the LSP.

- Wherever possible, we will share any safeguarding concerns, or an intention to refer a child to Children's Social Care, with parents or carers. However, we will not do so where it is felt that to do so could place the child at greater risk of harm or impede a criminal investigation. On occasions, it may be necessary to consult with the LSP and/or Police for advice on when to share information with parents / carers.
- If a member of staff or homestay continues to have concerns about a child and feels the situation is not being addressed or does not appear to be improving, the staff member or homestay concerned should press for re-consideration of the case with the designated safeguarding lead.
- If, for any reason, the DSL is not available, or you do not feel that your concern is being taken seriously, this should not delay appropriate action being taken. Any individual may refer to the LSP or Police where there is suspected or actual risk of harm to a child. The contact details are included at the beginning of this policy.
- Full records of reports and action taken will be maintained by the DSL and securely stored in a specific safeguarding file.

How Educate Study Limited will respond to Peer-on-Peer Abuse

All staff and homestays should be aware that children can abuse other children (often referred to as peer on peer abuse) and that it **can** happen both inside and outside of school or college and online. That may mean it happens whilst students are in the care of homestays. It is important that all staff and homestays recognise the indicators and signs of peer-on-peer abuse and know how to identify it and respond to reports.

All staff and homestays should understand, that even if there are no reports in their organisation it does not mean it is not happening, it may be the case that it is just not being reported. As such it is important if staff have **any** concerns regarding peer on peer abuse they should speak to their designated safeguarding lead (or deputy).

Educate Study Limited adopts a zero- tolerance to abuse. It is essential that **all** staff and homestays understand the importance of challenging inappropriate behaviours between peers, many of which are listed below, that are actually abusive in nature. Downplaying certain behaviours, for example dismissing sexual harassment as "just banter", "just having a laugh", "part of growing up" or "boys being boys" can lead to a culture of unacceptable behaviours, an unsafe environment for children and in worst case scenarios a culture that normalises abuse leading to children accepting it as normal and not coming forward to report it. It is recognised that it is more likely that girls will be victims and boys' perpetrators, but all peer-on-peer abuse is unacceptable and will be taken seriously.

Peer on peer abuse is most likely to include, but may not be limited to:

- bullying (including cyberbullying, prejudice-based and discriminatory bullying);
- abuse in intimate personal relationships between peers;

- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse);
- sexual violence, such as rape, assault by penetration and sexual assault; (this may include an online element which facilitates, threatens and/or encourages sexual violence);
- sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment, which may be standalone or part of a broader pattern of abuse;
- causing someone to engage in sexual activity without consent, such as forcing someone to strip, touch themselves sexually, or to engage in sexual activity with a third party;
- consensual and non-consensual sharing of nudes and semi nudes images and or videos (also known as sexting or youth produced sexual imagery);
- upskirting, which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm; and
- initiation/hazing type violence and rituals (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include an online element).

Educate Study Limited has the following procedures that help to minimise the risk of peer-on-peer abuse:

- Regular training for staff and homestays
- Educating students through our handbooks and through discussion
- Providing students with clear guidelines within the student handbook on how to raise a concern.
- Fostering effective channels of communication so that students feel comfortable approaching their homestay carer or guardian with any concerns.
- Effective communication between the DSL with the DSL in schools where students are placed.

In the event of a report of peer-on-peer abuse, staff and homestays should inform the DSL as soon as possible.

How students can raise a concern

- It is important that students understand that any concern they raise will be treated seriously.
- Students will be encouraged to talk to any trusted adult, including school staff, their parents, homestay carer, their guardian or the guardianship organisation DSL. This will be explained to them verbally, with a written reminder included in the student handbook.

How allegations will be recorded, investigated and dealt with

- All reports of peer-on-peer abuse will be made on a case by case basis with the DSL taking a leading role using their professional judgement and supported by other agencies such as social care or the police as required.
- Educate Study Limited asks staff and homestay to follow the procedures outlined within this policy for [receiving a disclosure from a child or young person](#) and for [actions to be followed if there are concerns about a child or young person](#).

- Where a report includes an online element Educate Study Limited will follow advice on searching, screening and confiscation. Staff or homestays must not view or forward images unless unavoidable and only if another member of staff (preferably the DSL) is present. (The publication [*Sharing nudes and semi-nudes: advice for education settings working with children and young people*](#) section 2.10 explains the procedure to follow if it is felt that there is a clear reason to view such imagery.)
- The DSL will notify the DSL of the school that the student attends as soon as possible.

Risk Assessment

When there has been a report of sexual violence, the DSL will make an immediate risk and needs' assessment. Where there has been a report of sexual harassment, the need for a risk assessment should be considered on a case-by-case basis. The risk and needs' assessment should consider:

- The victim, especially their protection and support;
- The alleged perpetrator; and
- All the other children (and, if appropriate, homestay family members) residing at a homestay, especially any actions that are appropriate to protect them;

Risk assessments will be recorded written or electronic and be kept under review.

The DSL will ensure they are engaging with their LSP.

How victims, perpetrators and any other children affected by peer-on-peer abuse will be supported

- Educate Study Limited will support students who have been involved in peer-on-peer abuse. This could include:
 - Maintaining regular contact with the student/s to check on their welfare and provide an opportunity to talk.
 - Providing homestays and staff information on a need-to-know basis so that they are able to offer support where appropriate.
 - Working with the student's school to provide consistent support
 - Making available the details of charities and helplines who can help students who have been affected by peer-on-peer abuse.

Management of the report

The DSL will decide how any cases of peer on peer abuse should be managed, in line with LSP thresholds. Depending on the severity, a report may be handled in the following ways:

- Manage internally (including liaising with the students' school DSL where appropriate)
- Early help
- Report to the LSP: Where a child has been harmed, is at risk of harm, or is in immediate danger, we will make a referral to the LSP.
- Report to the police. Where a report of rape, assault by penetration or sexual assault is made, Educate Study Limited will consult with the police regarding how this case should be managed.

Educate Study Limited expects all staff and homestays to be clear on the policy and procedures with regards to

peer on peer abuse outlined in this policy and the important role they have to play in preventing it and responding where they believe a child may be at risk from it.

Educate Study Limited acknowledges that addressing inappropriate behaviour (even if it appears to be relatively innocuous) can be an important intervention that helps prevent problematic, abusive and/or violent behaviour in the future.

Allegations of abuse against a member of staff or homestay

Allegations that meet the threshold

- This guidance should be followed where it is alleged that anyone working, volunteering or hosting students for Educate Study Limited has:
 - behaved in a way that has harmed a child, or may have harmed a child and/or;
 - possibly committed a criminal offence against or related to a child and/or;
 - behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or
 - behaved or may have behaved in a way that indicates they may not be suitable to work with children (known as transferable risk)
- In the event that there is an allegation against a member of staff, volunteer or homestay, Educate Study Limited will follow the guidance in the most recent version of *Keeping Children Safe in Education* Part 4.
- Allegations against a member of guardianship organisation staff, volunteers or homestays should be directed to the director of Educate Study Limited, Bing Wang who will act as “case manager”. The director must contact the LADO immediately and follow their advice. They **must not** investigate themselves. If the allegation is about the director, please contact the LADO directly.
- Educate Study Limited will report promptly to the DBS any person whose services are no longer used for regulated activity because they have caused harm or posed a risk of harm to a child.
- Any historical allegations should be referred to the police.

Allegations that do not meet the threshold

Low level concerns: Educate Study Limited has a Low Level Concerns policy that outlines the processes we will follow to deal with concerns (including allegations) which do not meet the harm threshold set out above. We also have a staff code of conduct that explains professional boundaries. Staff, homestays and volunteers are expected to act within these boundaries, and in accordance with the ethos and values of Educate Study Limited. It is imperative that staff understand the importance of reporting any concerns that they may have.

Concerns may arise in several ways and from a number of sources. For example: suspicion; complaint; or disclosure made by a student, parent or other adult within or outside of the organisation; or as a result of vetting checks

undertaken.

The term 'low-level' concern does not mean that it is insignificant, it means that the behaviour towards a child does not meet the threshold set out above. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working in or on behalf of the school or college may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, and
- does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the LADO.

Examples of such behaviour could include, but are not limited to:

- being over friendly with children;
- having favourites;
- taking photographs of children on their mobile phone;
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door; or,
- using inappropriate sexualised, intimidating or offensive language.

Such behaviour can exist on a wide spectrum, from the inadvertent or thoughtless, or behaviour that may look to be inappropriate, but might not be in specific circumstances, through to that which is ultimately intended to enable abuse.

The safety and wellbeing of students in our care is dependent on the vigilance of all our staff, volunteers and homestays and their prompt communication to the DSL or Bing Wang of any concerns, no matter how small, about any conduct by an adult which causes you to doubt that adult's suitability to work with or have access to children. Educate Study Limited is conscious of its duty of care to students and will always act, including if alerted to the possibility of abuse arising from situations or persons outside our care. The notification and prompt handling of all concerns about adults is fundamental to safeguarding students. It helps to identify and prevent abuse and to protect adults against misunderstandings or misinterpretations. It also encourages openness, trust and transparency and it clarifies expected behaviours. Our separate Low Level Concern Policy outlines how we will manage and record any low level concerns and take appropriate action to safeguard children.

How to receive a disclosure from a child or young person

- Victims should be taken seriously, kept safe and never be made to feel like they are creating a problem for reporting abuse, sexual violence, or sexual harassment
- Reassure the child and listen carefully – it is important that they know you believe them
- Do not say you will not say anything to anyone – in fact you have a duty to disclose this to another person so do not promise confidentiality
- Make sure you take detailed notes, write everything down. If you are unable to take notes at the time, you should do so as soon as you are able.
- Ask open questions if appropriate, do not lead the conversation to find out what has happened. Use words such as tell me, explain or describe, and allow the student to speak
- Avoid words such as what, why, how when – these will be asked by the relevant agency if appropriate.

- Ensure that you notify the police by calling 999 if you believe that the young person is at immediate or serious risk of harm
- Contact Ally He as soon as practicable and in any case within 24 hours
- If the disclosure is made out of hours, please use the emergency phone number Ally He 07795065168.

Sharing Safeguarding Information

There will be occasions when safeguarding information will need to be shared with other parties in order to safeguard the individual/s concerned. Information will be shared with guardianship organisation staff, homestays and the school's DSL (of the school that the student attends) who 'need to know' and with children's social care, the safeguarding partners, other organisations, agencies, and practitioners as required. Staff and homestays must ensure that any confidential information shared with them remains confidential and is handled in line with our data protection policy.

Educate Study Limited will be proactive in sharing information as early as possible to help identify, assess, and respond to risks or concerns about the safety and welfare of children, whether this is when problems are first emerging, or where a child is already known to the local authority children's social care.

All staff and homestays must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and that the Data Protection Act 1998 and General Data Protection Regulations are not a barrier to sharing information where a failure to do so would place a child at risk of harm.

There is a lawful basis for child protection concerns to be shared with agencies who have a statutory duty for child protection.

All staff and homestays must be aware that they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing. However, staff and homestays are aware that matters relating to child protection and safeguarding are personal to children and families, in this respect they are confidential and the DSL will only disclose information about a child to other members of guardianship organisation staff, homestays or the DSL of the school that the student attends on a need to know basis.

The DSL will always undertake to gain parent/carers consent to refer a child to Social Care unless to do so could put the child at greater risk of harm, or impede a criminal investigation.

Role of DSL

The DSL will take lead responsibility for safeguarding and child protection (including online safety). This is explicit in the role holder's job description. This person has the appropriate status and authority within the guardianship organisation to carry out the duties of the post.

The designated safeguarding lead is expected to:

- refer cases of suspected abuse to the local authority children's social care as required;
- support staff and homestays who make referrals to local authority children's social care;

- refer cases to the Channel programme where there is a radicalisation concern as required (this may also be undertaken by the Prevent Lead, if the Prevent Lead is not the DSL);
- support staff and homestays who make referrals to the Channel programme (this may also be undertaken by the Prevent Lead, if the Prevent Lead is not the DSL);
- refer cases where a crime may have been committed to the Police as required.
- act as a point of contact with the three safeguarding partners;
- liaise with the Bing Wang to inform them of issues
- liaise with staff and homestays on matters of safety and safeguarding (including online and digital safety) and when deciding whether to make a referral by liaising with relevant agencies;
- act as a source of support, advice and expertise for all staff and homestays.
- understand the importance of information sharing, both within the guardianship organisation, and with the safeguarding partners, the DSL for the school the student attends, other agencies, organisations and practitioners
- encourage a culture of listening to students and taking account of their wishes and feelings, among all staff, homestays and volunteers and in any measures the guardianship organisation may put in place to protect them; and,
- understand the difficulties that students may have in approaching staff and homestays about their circumstances and consider how to build trusted relationships which facilitate communication.
- ensure the guardianship organisation's child protection policies are known, understood and used appropriately;
- ensure the child protection policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with the Bing Wang regarding this;
- ensure the child protection policy is available for all relevant parties on

www.educatestudy.com

- link with the safeguarding partner arrangements to make sure staff and homestays are aware of any training opportunities and the latest local policies on local safeguarding arrangements.

Contact Details for the DSL

Role	Name	Telephone Number	Email
DSL	Ally He	07880228066	Allyhe@educatestudy.com
24-Hour emergency contact	Ally He	07880228066	Allyhe@educatestudy.com

Prevent

Educate Study Limited has a separate policy that outlines our procedure for Anti-Radicalisation and Prevent. This can be found on www.educatetsudy.com.

Prevent Lead Contact Details

Role	Name	Telephone Number	Email
Prevent Lead	Ally He	07880228066	Allyhe@educatestudy.com

Record keeping

Educate Study Limited will keep full records of any safeguarding concern reported to them. All concerns, discussions and decisions made, and the reasons for those decisions, will be recorded in writing. Safeguarding records will be stored securely and separately to the general student files. These will be stored confidentially by the DSL in either a locked cabinet (hard copies) or a password protected file. Only the DSL will have access to these files.

Records will be detailed and accurate (either handwritten or using appropriate secure online software). These will include all concerns about a student even if there is no need to make an immediate referral and record the rationale for decisions made and action taken.

In summary, records should include:

- a clear and comprehensive summary of the concern;
- details of how the concern was followed up and resolved;
- a note of any action taken, decisions reached and the outcome.

Copies of any correspondence or notes from conversations with the LSP, school DSL or other external agency will be included in the file.

Educate Study Limited will ensure that the indication of the existence of the additional child protection file is marked on the student file record. Information will only be shared in a need to know basis in order to safeguard the student.

If in doubt about recording requirements, staff or homestays should discuss with the DSL.

Training and updates

Educate Study Limited will ensure that all staff and homestays receive training and regular updates that is suitable for their roles. A formal record of all safeguarding training will be kept.

DSL

The DSL will attend suitable face-to-face training as approved or provided by the Local Safeguarding Partners (LSP), AEGIS or the NSPCC. This training will be renewed every two years.

Other staff and homestays

All other members of staff, volunteers and Homestays will receive appropriate safeguarding training to an appropriate basic awareness level (previously referred to as level 1), every three years. This will either be done online or in person. Members of staff, volunteers and Homestays who have already have completed suitable safeguarding training for another provider that is still in date will not be required to re-train. In this case the DSL will still need to ensure that the person fully understands Educate Study Limited own procedures for safeguarding.

All staff and homestays will receive regular safeguarding updates, at least once per year – normally in September. These will be given by the DSL.

Whistleblowing

Educate Study Limited has a separate policy that outlines the whistleblowing procedures. These protect staff members who report colleagues they believe are doing something wrong or illegal, or who are neglecting their duties.

Local Safeguarding Partnerships (LSPs)

Educate Study Limited will liaise with their Local Safeguarding Partnership (LSP) and work in partnership with other agencies in line with *Working Together to Safeguard Children*.

Partner schools have their own safeguarding policies. These can be found on their website and will include the contact details for their LSP. Educate Study Limited recognises that if any safeguarding concerns occurred whilst a student was in a homestay that was out of the schools county then a

different/additional LSP arrangement would be required as well. In this case, Educate Study Limited will contact the relevant LSP and follow their procedures. The website below provides a link to all of the LSPs in the country:

<https://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links>

Details can be found on the Local Authority website and for the areas Educate Study Limited operates in the table below.

In the event of any contact information difficulties then Educate Study Limited will call the police as they are one of the partners.

The company is aware of how to access local agency contacts; this includes Local Safeguarding Partnerships across the country and how to access locally agreed inter-agency procedures and guidance. In addition, the company is aware of the non-emergency reporting procedures via the Local Authority's Children's Services relevant to the area or Multi-Agency Safeguarding Hub (MASH), or by telephoning the non-emergency Police number 101. For emergency situations, the company is aware of the need to contact the relevant police force for the area by dialling 999, this includes in Wales and Police Scotland.

The company is aware that in **Scotland**, for a non-emergency referral or concern they can contact the local children's social work team. Their contact details can be found on the website for the local authority the child lives in, and in the table below. Alternatively they can contact the local office of Scottish Children's Reporter Administration:

<https://www.scra.gov.uk/contact-us/>

The company is aware that in **Wales** for a non-emergency referral or concern they can contact the local child protection services. Their contact details can be found on the website for the local authority the child lives in, and on the table below.

Contact Details for LSP and LADO where the Guardianship Organisation is located

Role	Name	Telephone Number	Email
LSP	MSP Business Unit officers	0161 234 5001	manchestersafeguardingpartnership@manchester.gov.uk
LADO	Duty Child Protection Advisor	0161 603 4350	lado@salford.gov.uk

Liaison with parents/ agents and partner schools

- The guardianship organisation may be required to share confidential safeguarding information with the DSL of the school or college that the student attends. When a student moves school or college, safeguarding information may be shared with the DSL of the new school. All schools and colleges have their own safeguarding and child protection policies that outline their procedures. These can be found on their websites.
- Whilst the guardianship organisation will work openly with parents as far as possible, it reserves the right to contact the LSP or the police, without notifying parents if this is believed to be in the child's best interests.
- Educate Study Limited will not usually share safeguarding information with agents unless it is necessary to safeguard the student. In this case information will be provided on a need-to- know basis and on the understanding that it should be kept strictly confidential.

Further Detail on specific types of abuse

The following information is taken from *Keeping Children Safe in Education* (2024). It has been edited so that where appropriate, references to schools and colleges has been replaced with reference to guardianship organisations. This is to make it more relevant to the reader. Please refer to annex B of https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf for further details, including additional types of abuse.

Safeguarding issues

All staff and homestays should have an awareness of safeguarding issues that can put children at risk of harm. Behaviours linked to issues such as drug taking and or alcohol misuse, deliberately missing education and consensual and non-consensual sharing of nudes and semi-nudes images and/or videos can be signs that children are at risk. Other safeguarding issues all staff should be aware of include:

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

Both CSE and CCE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CSE and CCE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Child Criminal Exploitation (CCE)

Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others.

Children can become trapped by this type of exploitation as perpetrators can threaten victims (and their families) with violence, or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognised by adults and professionals, (particularly older children), and they are not treated as victims despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to.

It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however professionals should be aware that girls are at risk of criminal exploitation too. It is also important to note that both boys and girls being criminally exploited may be at higher risk of sexual exploitation.

Further information about CCE including definitions and indicators is included in Annex B of *Keeping Children Safe in Education*.

Child Sexual Exploitation (CSE)

CSE is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing, and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse including via the internet.

CSE can occur over time or be a one-off occurrence, and may happen without the child's immediate knowledge e.g. through others sharing videos or images of them on social media.

CSE can affect any child, who has been coerced into engaging in sexual activities. This includes 16 and 17 year olds who can legally consent to have sex. Some children may not realise they are being exploited e.g. they believe they are in a genuine romantic relationship.

Further information about CSE including definitions and indicators is included in Annex B.

Mental Health

All staff and homestays should be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.

Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem.

Guardianship staff and homestays, however, are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. It is key that staff and homestays are aware of how these children's experiences, can impact on their mental health, behaviour, and education. Guardianship organisations can access a range of advice to help them identify children in need of extra mental health support, this includes working with external agencies. More information can be found in the mental health and behaviour in schools guidance, guardianship organisations may also wish to follow this guidance as best practice. Public Health England has produced a range of resources to support secondary school teachers to promote positive health, wellbeing and resilience among children. This may be of use to guardianship organisations. See [Rise Above](#) for links to all materials and lesson plans.

If staff or homestays have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken, following their child protection policy, and speaking to the designated safeguarding lead or a deputy.

Sexual violence and sexual harassment between children in schools and colleges

Context

Sexual violence and sexual harassment can occur between two children of any age and sex from primary to secondary stage and into colleges. It can also occur online. It can also occur through a group of children sexually assaulting or sexually harassing a single child or group of children.

Children who are victims of sexual violence and sexual harassment will likely find the experience stressful and distressing. This will, in all likelihood, adversely affect their educational attainment and will be exacerbated if the alleged perpetrator(s) attends the same school or college. Sexual violence and sexual harassment exist on a continuum and may overlap, they can occur online and face to face (both physically and verbally) and are never acceptable.

It is essential that **all** victims are reassured that they are being taken seriously and that they will be supported and kept safe. A victim should never be given the impression that they are creating a problem by reporting sexual violence or sexual harassment. Nor should a victim ever be made to feel ashamed for making a report. Staff and homestays should be aware that some groups are potentially more at risk. Evidence shows girls, children with special educational needs and disabilities (SEND) and LGBT children are at greater risk.

Staff and homestays should be aware of the importance of:

- challenging inappropriate behaviours;
- making clear that sexual violence and sexual harassment is not acceptable, will never be tolerated and is not an inevitable part of growing up;
- not tolerating or dismissing sexual violence or sexual harassment as “banter”, “part of growing up”, “just having a laugh” or “boys being boys”; and
- challenging physical behaviours (potentially criminal in nature), such as grabbing bottoms, breasts and genitalia, pulling down trousers, flicking bras and lifting up skirts. Dismissing or tolerating such behaviours risks normalising them.

What is sexual violence and sexual harassment?

Sexual violence

It is important that guardianship organisation staff, homestays and any volunteers are aware of sexual violence and the fact children can, and sometimes do, abuse their peers in this way and that it can happen both inside and outside of school/college. When referring to sexual violence we are referring to sexual violence offences under the Sexual Offences Act 2003¹³⁵ as described below:

Rape: A person (A) commits an offence of rape if: he intentionally penetrates the vagina, anus or mouth of another person (B) with his penis, B does not consent to the penetration and A does not reasonably believe that B consents.

Assault by Penetration: A person (A) commits an offence if: s/he intentionally penetrates the vagina or anus of another person (B) with a part of her/his body or anything else, the penetration is sexual, B does not consent to the penetration and A does not reasonably believe that B consents.

Sexual Assault: A person (A) commits an offence of sexual assault if: s/he intentionally touches another person (B), the touching is sexual, B does not consent to the touching and A does not reasonably believe that B consents. (Schools should be aware that sexual assault covers a very wide range of behaviour so a single act of kissing someone without consent, or touching someone’s bottom/breasts/genitalia without consent, can still constitute sexual assault.)

Causing someone to engage in sexual activity without consent: A person (A) commits an offence if: s/he intentionally causes another person (B) to engage in an activity, the activity is sexual, B does not consent to engaging in the activity, and A does not reasonably believe that B consents. (This could include forcing someone to strip, touch themselves sexually, or to engage in sexual activity with a third party.)

What is consent?

Consent is about having the freedom and capacity to choose. Consent to sexual activity may be given to one sort of sexual activity but not another, e.g. to vaginal but not anal sex or penetration with conditions, such as wearing a condom. Consent can be withdrawn at any time during sexual activity and each time activity occurs. Someone consents to vaginal, anal or oral penetration only if s/he agrees by choice to that penetration and has the freedom and capacity to make that choice. Further information about consent can be found here: [Rape Crisis England & Wales -Sexual consent](#)

- a child under the age of 13 can never consent to any sexual activity;
- the age of consent is 16;
- sexual intercourse without consent is rape.

Sexual harassment

When referring to sexual harassment we mean ‘unwanted conduct of a sexual nature’ that can occur online and offline and both inside and outside of school/college. When we reference sexual harassment, we do so in the context of child on child sexual harassment. Sexual harassment is likely to: violate a child’s dignity, and/or make them feel intimidated, degraded or humiliated and/or create a hostile, offensive or sexualised environment.

Whilst not intended to be an exhaustive list, sexual harassment can include:

- sexual comments, such as: telling sexual stories, making lewd comments, making sexual remarks about clothes and appearance and calling someone sexualised names;
- sexual “jokes” or taunting;
- physical behaviour, such as: deliberately brushing against someone, interfering with someone’s clothes (schools and colleges should be considering when any of this crosses a line into sexual violence - it is important to talk to and consider the experience of the victim) and displaying pictures, photos or drawings of a sexual nature; and
- online sexual harassment. This may be standalone, or part of a wider pattern of sexual harassment and/or sexual violence. It may include:

- o consensual and non-consensual sharing of nudes and semi-nudes images and/or videos. As set out in [UKCIS Sharing nudes and semi-nudes: advice for education settings working with children and young people](#) (which provides detailed advice for schools and colleges) taking and sharing nude photographs of U18s is a criminal offence;
- o sharing of unwanted explicit content;
- o upskirting (is a criminal offence);
- o sexualised online bullying;
- o unwanted sexual comments and messages, including, on social media;
- o sexual exploitation; coercion and threats.

Upskirting

The Voyeurism (Offences) Act 2019, which is commonly known as the Upskirting Act, came into force on 12 April 2019. ‘Upskirting’ is where someone takes a picture under a person’s clothing (not necessarily a skirt) without their permission and/or knowledge, with the intention of viewing their genitals or buttocks (with or without underwear) to obtain sexual gratification, or cause the victim humiliation, distress or alarm. It is a criminal offence. Anyone of any sex, can be a victim.

The response to a report of sexual violence or sexual harassment

The initial response to a report from a child is incredibly important. How a school, college or guardianship organisation responds to a report can encourage or undermine the confidence of future victims of sexual violence and sexual harassment to report or come forward. Schools, colleges and guardianship organisations not recognising, acknowledging or understanding the scale of harassment and abuse and/or downplaying of some behaviours can actually lead to a culture of unacceptable behaviour. It is essential that all victims are reassured that they are being

taken seriously and that they will be supported and kept safe. A victim should never be given the impression that they are creating a problem by reporting sexual violence or sexual harassment. Nor should a victim ever be made to feel ashamed for making a report.

If staff or homestays have a concern about a child or a child makes a report to them, they should follow the referral process as set out from paragraph 55 in Part one of *Keeping Children Safe in Education*. As is always the case, if staff or homestays are in any doubt as to what to do they should speak to the designated safeguarding lead (or a deputy).

Serious violence

All staff and homestays should be aware of the indicators, which may signal children are at risk from, or are involved with serious violent crime. These may include increased absence from school, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation (see above).

All staff and homestays should be aware of the range of risk factors which increase the likelihood of involvement in serious violence, such as being male, having been frequently absent or permanently excluded from school, having experienced child maltreatment and having been involved in offending, such as theft or robbery. Advice for schools and colleges is provided in the Home Office's Preventing youth violence and gang involvement and its Criminal exploitation of children and vulnerable adults: county lines guidance. This is also useful advice for guardianship organisations.

Children missing from education

All staff and homestays should be aware that children going missing, particularly repeatedly, can act as a vital warning sign of a range of safeguarding possibilities. This may include abuse and neglect, which may include sexual abuse or exploitation and can also be a sign of child criminal exploitation including involvement in county lines. It may indicate mental health problems, risk of substance abuse, risk of travelling to conflict zones, risk of female genital mutilation, 'honour'-based abuse or risk of forced marriage. Early intervention is necessary to identify the existence of any underlying safeguarding risk and to help prevent the risks of a child going missing in future. Staff should contact the students' school or college should they suspect a student is missing from education. The school or college will have a procedure for reporting this absence.

County lines

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs using dedicated mobile phone lines or other form of "deal line". This activity can happen locally as well as across the UK - no specified distance of travel is required. Children and vulnerable adults are exploited to move, store and sell drugs and money. Offenders will often use coercion, intimidation, violence (including sexual violence) and weapons to ensure compliance of victims.

Children can be targeted and recruited into county lines in a number of locations including schools (mainstream and special), further and higher educational institutions, pupil referral units, children's homes and care homes.

Children are also increasingly being targeted and recruited online using social media. Children can easily become trapped by this type of exploitation as county lines gangs can manufacture drug debts which need to be worked off or threaten serious violence and kidnap towards victims (and their families) if they attempt to leave the county lines network.

A number of the indicators for CSE and CCE as detailed above may be applicable to where children are involved in county lines. Some additional specific indicators that may be present where a child is criminally exploited through involvement in county lines are children who:

- go missing and are subsequently found in areas away from their home;
- have been the victim or perpetrator of serious violence (e.g. knife crime);
- are involved in receiving requests for drugs via a phone line, moving drugs, handing over and collecting money for drugs;
- are exposed to techniques such as 'plugging', where drugs are concealed internally to avoid detection;
- are found in accommodation that they have no connection with, often called a 'trap house or cuckooing' or hotel room where there is drug activity;
- owe a 'debt bond' to their exploiters;
- have their bank accounts used to facilitate drug dealing.

Further information on the signs of a child's involvement in county lines is available in guidance published by the [Home Office](#).

Modern Slavery and the National Referral Mechanism

Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour. Exploitation can take many forms, including: sexual exploitation, forced labour, slavery, servitude, forced criminality and the removal of organs.

Further information on the signs that someone may be a victim of modern slavery, the support available to victims and how to refer them to the NRM is available in the Modern Slavery Statutory Guidance. Modern slavery: how to identify and support victims - GOV.UK (www.gov.uk)

Cybercrime

Cybercrime is criminal activity committed using computers and/or the internet. It is broadly categorised as either 'cyber-enabled' (crimes that can happen off-line but are enabled at scale and at speed on-line) or 'cyber dependent' (crimes that can be committed only by using a computer). Cyber-dependent crimes include;

- unauthorised access to computers (illegal 'hacking'), for example accessing a school's computer network to look for test paper answers or change grades awarded;
- denial of Service (Dos or DDoS) attacks or 'booting'. These are attempts to make a computer, network or website unavailable by overwhelming it with internet traffic from multiple sources; and,
- making, supplying or obtaining malware (malicious software) such as viruses, spyware, ransomware, botnets and Remote Access Trojans with the intent to commit further offence, including those above.

Children with particular skill and interest in computing and technology may inadvertently or deliberately stray into cyber-dependent crime.

If there are concerns about a child in this area, the designated safeguarding lead (or a deputy), should consider

referring into the **Cyber Choices** programme. This is a nationwide police programme supported by the Home Office and led by the National Crime Agency, working with regional and local policing. It aims to intervene where young people are at risk of committing, or being drawn into, low level cyber-dependent offences and divert them to a more positive use of their skills and interests.

Note that **Cyber Choices** does not currently cover 'cyber-enabled' crime such as fraud, purchasing of illegal drugs on-line and child sexual abuse and exploitation, nor other areas of concern such as on-line bullying or general on-line safety.

Additional advice can be found at: [Cyber Choices](#), ['NPCC- When to call the Police'](#) and [National Cyber Security Centre - NCSC.GOV.UK](#)

So-Called 'honour'-based abuse (including Female Genital Mutilation and Forced Marriage)

So-called 'honour'-based abuse (HBA) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing. Abuse committed in the context of preserving 'honour' often involves a wider network of family or community pressure and can include multiple perpetrators. It is important to be aware of this dynamic and additional risk factors when deciding what form of safeguarding action to take. All forms of HBA are abuse (regardless of the motivation) and should be handled and escalated as such. Professionals in all agencies, and individuals and groups in relevant communities, need to be alert to the possibility of a child being at risk of HBA, or already having suffered HBA.

Actions

If staff or homestays have a concern regarding a child who might be at risk of HBA or who has suffered from HBA, they should speak to the designated safeguarding lead (or deputy). As appropriate, the designated safeguarding lead (or deputy) will activate local safeguarding procedures, using existing national and local protocols for multi-agency liaison with police and children's social care. Where FGM has taken place, since 31 October 2015 there has been a mandatory reporting duty placed on teachers that requires a different approach (see annex B of *Keeping Children Safe in Education* for further details).

FGM

FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

Whilst all staff or homestays should speak to the designated safeguarding lead (or deputy) with regard to any concerns about female genital mutilation (FGM), there is a specific legal duty on teachers (and also regulated health and social care professionals in England and Wales). If a teacher, in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, the teacher must report this to the police. See Annex B of *Keeping Children Safe in Education* for further details.

Forced marriage

Forcing a person into a marriage is a crime in England and Wales. A forced marriage is one entered into without the full and free consent of one or both parties and where violence, threats or any other form of coercion is used to cause a person to enter into a marriage. Threats can be physical or emotional and psychological. A lack of full and

free consent can be where a person does not consent or where they cannot consent (if they have learning disabilities, for example). Nevertheless, some perpetrators use perceived cultural practices as a way to coerce a person into marriage. Schools, colleges and guardianship organisations can play an important role in safeguarding children from forced marriage.

The Forced Marriage Unit has published [statutory guidance](#) and [Multi-agency guidelines](#), pages 32-36 of which focus on the role of schools and colleges. Staff can contact the Forced Marriage Unit if they need advice or information: Contact: 020 7008 0151 or email fmufcdo.gov.uk.

Domestic Abuse

Domestic abuse The Domestic Abuse Act 2021 received Royal Assent on 29 April 2021. The Act introduces the first ever statutory definition of domestic abuse and recognises the impact of domestic abuse on children, as victims in their own right, if they see, hear or experience the effects of abuse. The statutory definition of domestic abuse, based on the previous cross-government definition, ensures that different types of relationships are captured, including ex-partners and family members. The definition captures a range of different abusive behaviours, including physical, emotional and economic abuse and coercive and controlling behaviour. Both the person who is carrying out the behaviour and the person to whom the behaviour is directed towards must be aged 16 or over and they must be “personally connected” (as defined in section 2 of the 2021 Act).

Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and child/adolescent to parent violence and abuse. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socioeconomic status, sexuality or background and domestic abuse can take place inside or outside of the home. The government will issue statutory guidance to provide further information for those working with domestic abuse victims and perpetrators, including the impact on children.

All children can witness and be adversely affected by domestic abuse in the context of their home life where domestic abuse occurs between family members. Experiencing 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.

Young people can also experience domestic abuse within their own intimate relationships. This form of peer on peer abuse is sometimes referred to as ‘teenage relationship abuse’. Depending on the age of the young people, this may not be recognised in law under the statutory definition of ‘domestic abuse’ (if one or both parties are under 16). However, as with any child under 18, where there are concerns about safety or welfare, child safeguarding procedures should be followed and both young victims and young perpetrators should be offered support. The Act’s provisions, including the new definition, will be commenced over the coming months. Guardianship organisation should be aware that students could potentially experience domestic abuse both in their own homes or whilst staying with homestays.

Online safety

It is essential that children are safeguarded from potentially harmful and inappropriate online material. The breadth of issues classified within online safety is considerable, but can be categorised into four areas of risk:

- **content:** being exposed to illegal, inappropriate or harmful content, for example: pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism.
- **contact:** being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes’.
- **conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying; and
- **commerce** - risks such as online gambling, inappropriate advertising, phishing and or financial scams. If Educate StudyLimited feels our students or staff are at risk, we will report it to the Anti-Phishing Working Group (<https://apwg.org/>).

Educate StudyLimited recognises the risks posed to students online. Further information can be found in the online safety and bullying (including cyber-bullying) policies.

Educate StudyLimited provides training for staff, homestays and volunteers on online safety.

Private Notice

When you interact with Educate Study Limited, you trust us to handle your personal information with care. We will always be clear about the ways in which we intend to use your personal information, and the choices and rights you have in relation to it.

This Privacy Policy explains how we collect, use, and store your personal information in relation to your use of this website and the services we offer. It explains what your legal rights are and how you can exercise them. For example, how you can request a copy of the personal information we hold about you.

Please take the time to read this Privacy Policy; it is an important document, and you need to ensure that you understand it. If you have any questions about anything contained in this Policy, please get in touch.

You can write to us at the following address:

6 Great Clowes Street, M7 1RE

Or send us an email: allyhe@educatestudy.com

1. About us

We are Educate Study Limited, referred to throughout this Privacy Policy as “Educate Study Limited”, “we”, “our”, or “us”.

We are a professional international students’ advice & guardianship organisation.

We are a registered company in England and Wales under company number 9551766 and our registered office is at 6 Great Clowes Street, M7 1RE.

For the purposes of this Policy, Educate Study Limited is the data controller, and we are registered with the Information Commissioner's Office under registration number is ZB340617.

2. How we collect personal information

We collect personal information about you whenever you engage with us, apply for a job with us, or use one of our services.

This includes:

- When you use our website
- When you contact us via email, telephone, or post
- When you interact with us on social media platforms e.g. by posting a message on one of our accounts
- When you make a complaint
- When you contact us to exercise one of your legal rights e.g. the right to access your personal information
- When you apply for a job with us
- When you attend a job interview
- When you register to attend an event or training course organised by us
- When you subscribe to our newsletter
- When you apply to use our services

In addition, we may receive personal information about you from other individuals or organisations.

This includes:

- When a Educate Study Limited employee provides your contact details as an emergency contact
- When a job applicant gives your name and contact details as a referee
- When a referee provides information about you during the recruitment process
- When a complainant refers to you in their complaint correspondence

3. What personal information we collect about you

Personal information means any information that relates to an identified or identifiable individual.

The types of personal information we collect about you depends on the nature of your interactions with us.

Depending on the circumstances, we might collect any of the following types of information:

- Your name, address and contact details, including email address and telephone number
- Date of birth
- Financial information, such as payment related information or bank account details
- Technical information, including the type of device you are using to access our website, the Internet Protocol (IP) address, and the browser and operating system being used to connect your device to the internet.

- Information about your visit to our website, including pages you visit and how you use the website
- Details relating to a job application you have made, such as your covering letter and CV, your education and employment history, and any other information relevant to the recruitment process **(please see Section 4a for more information about the recruitment process)**

In some circumstances, we may collect information about you which is sensitive. This is called special category data. We may also collect information about your criminal history. For example, if you apply for a job with us, you may be required to undertake a Disclosure and Barring Service (DBS) check.

We will discuss these types of information in more detail in **Section 4a**.

4. How we use your personal information

We must have a lawful, valid reason for using your personal information.

The main lawful reasons that we rely on to process your personal information are:

- **Contract performance:** where your personal information is necessary to enter into or perform our contract with you
- **Legal obligation:** where we need to use your personal information to comply with a legal obligation
- **Legitimate interests:** where we use your personal information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights
- **Consent:** where you have given us your consent to use your personal information (you may withdraw your consent at any time)

We may use your personal information to:

- Deal with your enquiries, requests, or complaints
- Send you details about forthcoming events and training courses which you have requested, and we feel would be of interest to you
- Send you communications which you have requested to receive from us
- Process your application for guardianship if you are a parent
- Carry out our obligations under any contracts entered into between you and us, or to meet our legal obligations to regulators, government, and/or law enforcement bodies
- Assess your suitability for a job you have applied for, and to progress your application through the recruitment process **(please see Section 4a for more information about our recruitment process)**
- Better understand how you interact with our website, including pages you visit and areas that are of most interest to you. This is so we can improve our website, the user experience, and target our audience more effectively.

4a. How we use your personal information during the recruitment process

When you apply for a job with us, we will collect and process your personal information. We will only collect personal information that is necessary to assess your suitability for the job you have applied for, to progress your application and keep you updated throughout the process, and to comply with any legal or regulatory obligations.

We collect personal information about you either directly from you or from a third party such as a recruitment agency.

The information we collect may include:

- Your name, address and contact details, including email address and telephone number
- Details about your qualifications (including copies of certificates), skills, experience, and employment history
- Details about any professional memberships you hold
- Information gathered from any interviews you attend
- Information about your current salary level, including benefits and pension entitlements
- Information about your right to work in the UK

In some circumstances, we may collect and process information about you which is sensitive.

This may include:

- Information about your racial or ethnic origin, religious or philosophical beliefs, or sexual orientation for the purpose of our equal opportunities monitoring
- Whether or not you have a disability for which we need to make reasonable adjustments during the recruitment process
- Information about criminal convictions and offences

As part of our recruitment process, we may ask applicants to complete an equal opportunities questionnaire. This is not mandatory; it is entirely your choice as to whether you provide us with this information and there are no adverse consequences if you choose not to.

If you do choose to provide this information to us, we will not make it available to any employees outside of our recruitment team in a way that can identify you. We will use this information to produce and monitor equal opportunities statistics.

If your application for employment is unsuccessful, we will retain your personal information for 6 months. At the end of that period, your personal information will be deleted or securely destroyed, unless we need to retain it for longer to exercise or defend any legal claims, or you have agreed that we can retain your details in our talent pool for a period of 12 months, should any suitable vacancies become available during that time.

If your application for employment is successful, any personal information gathered during the recruitment process will be transferred to your employee file and retained for the duration of your employment with us, plus a period of 6 years following the end of your employment.

When an offer of employment is made to you, we will be required to undertake pre-employment checks. For example, we may collect personal information about you from third parties, such as references from current or former employers, information from background check providers, and criminal record checks from the Disclosure and Barring Service (DBS). We will only seek this information once an offer of employment has been made to you and we will always tell you before we do this.

Once the necessary pre-employment checks have been completed, and the outcomes are satisfactory, we will collect and process additional personal information relating to your employment.

This includes:

- Your bank or building society details, so we can process your salary
- Your emergency contact details, so we know who to contact in the event of an emergency at work

You are under no statutory or contractual obligation to provide your personal information to us during the recruitment process. However, if you do not provide this information, we may not be able to process your application properly or at all or provide any reasonable adjustments during the recruitment process.

5. Who we share your personal information with

We will only share your personal information with other organisations where it is lawful for us to do so. When we share your personal information, we will only share the information that is necessary. We will always share information securely and ensure we are giving it to the right recipient.

We may share your personal information with others in the following circumstances:

- Where we are required to do so to comply with a legal or regulatory obligation. For example, we are legally required to provide information about employee income tax contributions to HMRC.
- In an emergency. For example, where we need to protect a person from serious harm.
- Where we have safeguarding concerns about a child, and we need to alert the local authority.
- Where we are required to do so to comply with the instructions of a law enforcement authority. For example, we might receive a request from the Police for personal information we hold about an individual, to help them investigate a crime.
- To protect our business interests

We may also share your personal information with third parties who provide a service to us. For example, Homestays.

When we use third parties to process personal information on our behalf, they are required to follow the same rules and information security requirements as us and are not permitted to reuse your personal information for any other purpose. We only share the personal information that is necessary to deliver the service.

We will not share your personal information with third parties for marketing purposes and we will never rent or sell your personal information to any other organisation or individual.

6. How we keep your personal information safe

We have robust technical and operational security measures in place to protect your personal information against unauthorised access or unlawful use.

In addition, we limit access to your personal information to those employees, contractors, and other third parties who have a legitimate business need to know. They will only process your personal information on our strict instructions, and they are subject to a duty of confidentiality.

We maintain internal policies and procedures regarding data protection and confidentiality to ensure that our employees are aware of and understand their responsibilities in relation to your personal information.

We have a robust procedure in place to deal with any suspected personal data breaches. We will notify you and the Information Commissioner's Office (ICO) of any breach within the specified timescales where we are legally required to do so.

You too can play a part in helping to keep your personal information safe. This includes choosing strong passwords, being alert to any fraudulent emails that might appear to be from us (when they are not) and using suitable anti-virus software on your device.

7. How long we keep your personal information for

We carefully consider how long we keep your personal information for and only keep it for as long as is necessary to fulfil the purpose it was collected for.

We review our data retention periods on a regular basis to ensure that personal information is not held for longer than is necessary. We regularly review the information we hold and delete or securely destroy it when we no longer need it.

In some circumstances, we may anonymise your personal information (so that it can no longer be attributed to you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

8. Children's personal information

Educate Study Limited retains student's information in order to fulfill our role. This may include:

- Name, address, date of birth
- Details of ethnicity
- Contact details, such as phone numbers, email addresses and addresses

- School details
- Medical information
- Copies of passport, BRP and police checks
- Details of bank accounts and finances
- Details of mobile phone accounts
- Information on food preferences, interests and hobbies
- Copies of school reports
- Records of meetings held with students and schools

This information is treated as sensitive information and is stored securely as explained in this notice and is only shared with others on a need-to-know basis. Educate Study Limited may share information with staff members, homestays and school staff. Educate Study Limited may share information with external agencies where there is a safeguarding concern.

Through this privacy notice, Educate Study Limited provides information to students and their parents about what records we hold, why we need to hold them and who we might share their information with (for example as part of a multi-agency child protection team) (Information Commissioner's Office, 2021). If we are keeping records for child protection reasons, please note that we don't necessarily need to get consent from the adults and/or children concerned.

We will store general student records until a student turn to 19.

Child Protection Records

Educate Study Limited is required to keep child protection records where there has been a safeguarding concern. These will be stored separately to other information in a secure file. There will be one file for each child and access is limited to the DSL. If it is necessary to share records (within our organisation or externally), we will ensure that they are kept confidential. We will use passwords and encryption when sharing electronic files. If the person responsible for managing our child protection records leaves Educate Study Limited will appoint somebody to take over their role and arrange a proper handover.

We will store any child protection records until a child turns 25.

9. Marketing

We will keep you up to date with our latest news and details about any services, upcoming events or training courses if you have told us that you are happy to receive marketing communications from us.

If you decide that you no longer want to hear from us, you can opt-out at any time. You can do this by contacting us using the details contained in this Policy, or by clicking on the 'unsubscribe' link contained in any email marketing communication you receive from us.

10. Links to third-party websites and services

This website may include links to other websites and applications that are operated by third parties. For example, we provide links to websites of other organisations, including accredited guardianship organisations and member schools. When you click on one of these links, you will be directed to that website.

We do not have any control over these third-party websites, and we cannot take any responsibility for any information you might give to them.

When you leave our website, we encourage you to read the privacy notice of every website you visit so you can understand how that website will collect and use your personal information.

11. Cookies

A cookie is a small file of letters and numbers which is downloaded to your device when you access a website. When you visit a website, that site will ask your device for permission to store this file.

Cookies are used by many websites and have several different uses. For example, they can remember your preferences and count the number of people who have visited a website.

At Educate Study Limited, we use 'session cookies' and 'persistent cookies'.

'Session cookies' are those which expire at the end of your browser session. They allow a website to recognise and link the actions of a user during a browsing session. This means we can gather statistics to help us understand how our website is being used, and to improve its structure.

'Persistent cookies' are stored on a user's device in-between browsing sessions. They help us to recognise you as a unique visitor to our website and allow us to tailor the content of certain areas.

You can use your web browser to accept, decline, or delete cookies. You can also clear cookies at the end of your browsing session. Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer. This may, however, prevent you from taking full advantage of our website.

12. Your legal rights

We want to ensure that you are always in control of your personal information.

We have outlined below what your legal rights are in relation to your personal information, together with details as to how you can exercise them.

- **The right to access your personal information**

You have the right to request a copy of the personal information we hold about you.

- **The right to edit and update your personal information**

You have the right to request that your personal information is rectified if it is inaccurate or incomplete.

- **The right to request to have your personal information erased (also known as the 'right to be forgotten')**

You have the right to request that your personal information is erased. However, this is not an absolute right, and it only applies in certain circumstances. For example, the law may require us to keep some types of personal information for a specific period of time.

We will review each request on a case-by-case basis.

- **The right to restrict the processing of your personal information**

You have the right to request the restriction or suppression of your personal information. However, this is not an absolute right, and it only applies in certain circumstances.

When processing is restricted, we will continue to store your personal information, but we will not use it.

- **The right to object to your personal information being used**

You have the right to object to the processing of your personal information at any time. However, this is not an absolute right, and it only applies in certain circumstances.

You do, however, have an absolute right to stop your personal information being used for direct marketing purposes.

- **The right to data portability**

You have the right to request that we transfer your personal information from one organisation to another or give it to you. This right only applies to information that you have provided to us and is held electronically.

- **The right to complain to a supervisory authority if you believe we have not handled your personal information in accordance with data protection laws**

You can make a complaint or raise a concern about how we process your personal information by contacting us using the details set out below.

If you are not happy with how we have handled your complaint, or you believe that your data protection or privacy rights have been infringed, you have the right to complain to the Information Commissioner's Officer (ICO). The ICO is the UK's independent body established to uphold information rights.

If you wish to exercise any of the rights outlined in this section, please write to us at the following address:

6 Great Clowes Street, M7 1RE

Or send us an email: allyhe@educatestudy.com

We will endeavour to respond to all requests without delay, and in any event within one month of receiving your request. There may be circumstances when we need to extend the time limit for responding to a request. We will tell you if this is the case and keep you informed.

Before responding to a request, we may be required to ask for further information and/or proof of your identity. Please keep in mind that there are exceptions to the rights outlined above and although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

13. Changes to our Privacy Policy

This Privacy Policy will be regularly reviewed and may change from time to time. If it does, the most current version will always be available on this website.

We will keep our privacy notice under regular review. Our privacy notice will be next reviewed in 3 years or sooner if data protection legislation changes in the interim, therefore the review date will be 09/2027.

This privacy notice was last reviewed on:

Signed: Ally He

Date: 11/11/2024

Anti-Bullying (including Cyber-Bullying) Policy

Policy Statement

The purpose of this policy is:

- to help prevent bullying from happening to students in our care
- to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need
- to provide information to all staff, homestays, volunteers, students and their parents about what we should all do to prevent and deal with bullying.

Educate Study believes that:

- children and young people should never experience abuse of any kind;
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm;
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse;
- everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to it.

Contact Details

Nominated anti-bullying lead

Name: Ally He

Phone/email: allyhe@educatestudy.com

Designated lead for safeguarding and child protection

Name: Ally He

Phone/email: allyhe@educatestudy.com

NSPCC Helpline: 0808 800 5000

Policy

What is bullying?

Bullying may be repeated over time and intentionally hurts a student or group physically or emotionally and is often motivated by prejudice against particular groups, for example, on grounds of race, religion, culture, sex, gender, homophobia, special educational needs and disability, or because a child is adopted or is a carer– it may occur directly or through cyber-technology (social websites, mobile phones, text messages, photographs and email).

Bullying includes a range of abusive behaviour that is:

- repeated;
- intended to hurt someone either physically or emotionally.

The NSPCC explains that bullying can take different forms. It could include:

- physical bullying: hitting, slapping or pushing someone;
- verbal bullying: name calling, gossiping or threatening someone;
- non-verbal abuse: hand signs or text messages;
- emotional abuse: threatening, intimidating or humiliating someone;
- exclusion: ignoring or isolating someone;

- undermining, constant criticism or spreading rumours;
- controlling or manipulating someone;
- making silent, hoax or abusive calls;
- racial, sexual or homophobic bullying (this is also a hate crime);
- bullying someone because they have a disability (this is also a hate crime).

The NSPCC explains that no single sign will indicate for certain that a child is being bullied, but watch out for:

- belongings getting 'lost' or damaged;
- physical injuries, such as unexplained bruises;
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school;
- not doing as well at school;
- asking for, or stealing, money (to give to whoever is bullying them);
- being nervous, losing confidence, or becoming distressed and withdrawn;
- problems with eating or sleeping;
- bullying others.

Who is at risk?

The NSPCC explain that any child can be bullied for any reason. If a child is seen as different in some way or seen as an easy target they can be more at risk.

This might be because of their:

- race or ethnic background
- gender
- sexual orientation.

Or it could be because they:

- appear anxious or have low self-esteem
- lack assertiveness
- are shy or introverted.

Popular or successful children are also bullied, sometimes because others are jealous of them. Sometimes a child's family circumstance or home life can be a reason for someone bullying them.

Disabled children can experience bullying because they seem an easy target and less able to defend themselves.

Further reading

Further information on bullying (including cyber-bullying) can be found on the NSPCC website <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

Prevention

Educate Study will seek to prevent bullying by:

- developing a code of behaviour that sets out how everyone involved in our organisation is expected to behave, in face-to-face contact and online, and within and outside of our activities;
- holding discussions with staff, homestays, volunteers and students in our care about bullying and how to prevent it. These discussions will focus on:
 - group members' responsibilities to look after one another and uphold the behaviour code;
 - practising skills such as listening to each other;
 - respecting the fact that we are all different;
 - making sure that no one is without friends;
 - dealing with problems in a positive way;
 - checking that our anti-bullying measures are working well.
- providing support and training for all staff, homestays and volunteers on dealing with all forms of bullying, including cyber bullying, racial, sexist, homophobic and sexual bullying;
- making sure our response to incidents of bullying takes into account:
 - the needs of the person being bullied;
 - the needs of the person displaying bullying behaviour;
 - needs of any bystanders;
 - our organisation as a whole.
- reviewing the plan developed to address any incidents of bullying at regular intervals, in order to ensure that the problem has been resolved in the long term;
- Making parents fully aware of our procedures by providing them with a copy of this policy.

Cyber Bullying

What is Cyber Bullying?

The NSPCC website explains that cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone and can include:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- trolling – the sending of menacing or upsetting messages on social networks, chat rooms or online games
- excluding children from online games, activities or friendship groups
- shaming someone online

- setting up hate sites or groups about a particular child
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name
- sending explicit messages, also known as sexting
- pressuring children into sending sexual images or engaging in sexual conversations.

Cyberbullying is just one type of online abuse. Further details on the different types and signs, as well as how to help keep students safe online can be found in our online safety policy.

Procedures

We will take seriously and investigate any bullying or cyber-bullying concerns that are reported to us:

- Students will be made aware that they can talk to their parents, teachers, homestay, or a member of *Educate Study* staff about any bullying concerns they may have;
- *Educate Study* staff member may receive a report of suspected online abuse from a student, parent or other source by face to face disclosure, email or telephone call. This disclosure will be recorded in writing by the member of staff (using the 'Tell Explain Describe' model if the information is being given by a student);
- Any concerns raised by a student, parent, homestay, member of staff or other source will be reported within 24 hours to *Ally He*. The written record (see above) must be submitted at this time;
- The DSL will hold an emergency strategy meeting to discuss the incident, assess the alleged threat and risk to the student (including any relevant facts about the child which may affect their vulnerability including age and ability), implement an action plan and continue to review the situation until a resolution has been achieved. Written notes will be kept securely of this meeting by the DSL;
- The DSL will arrange for the young person to be helped and supported in recognition of the pressures (and possible vulnerabilities) they may have been under as a result of the suspected abuse;
- Any concerns that bullying (including cyber-bullying) has taken place at a student's school will be referred to the DSL of the school concerned;
- If the alleged bullying incident involves a member of the homestay family, or another student staying at the homestay, the *Educate Study* will investigate fully as outlined above and, if necessary find alternative accommodation for the student;
- In most cases parents will be kept informed about the situation and the actions that the *Educate Study* is taking unless there is good reason to believe that involving these parties would put the young person at risk of harm;
- We will support the victim and the perpetrator (if they are a student in our care) and monitor students well-being following a bullying incident for as long as necessary;

- Where there is 'reasonable cause to suspect that a child is suffering, or likely to suffer, significant harm' due to bullying, we will refer the matter to local agencies;
- Please note that strong sanctions such as termination of our contract may be necessary in cases of severe and persistent bullying;
- Full records will be kept of any bullying concerns and of any actions taken. These will be held confidentially by *Ally He*.
- Whilst it is acknowledged that bullying may be repeated over time, we will take action in response to a single incident and make an appropriate record.

Specific cyber-bullying procedures in addition to the above

- In the case of cyber-bullying support for the student could include helping them to understand how to recognise the early signs of online abuse, the wider issues and motivations of online abuse and making available relevant information and material. This help and support could be provided by accredited organisations such as the school, National Society for the Prevention of Cruelty to Children (NSPCC), Childline, National Crime Agency (NCA), Child Exploitation and Online Protection Centre (CEOP) websites and helplines;
- The DSL will ensure that viewing of any images or other content is only made where there are good and clear reasons to do so (unless unavoidable because the student has willingly shown a member of staff), basing incident decisions on what the DSL has been told about the content of any imagery or other content. The DSL will ensure that staff members do not search through devices and delete imagery unless there is a good and clear reason to do so. If the DSL feels that it is necessary to view any imagery, they will follow the guidance in the guidance [Sharing nudes and semi-nudes: advice for education settings working with children and young people](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61222/sharing_nudes_and_semi_nudes_advice_for_education_settings_working_with_children_and_young_people.pdf) (publishing.service.gov.uk). This includes ensuring that there is another senior member of staff present, ideally of the same sex of the as the student in the images when the viewing takes place. (Section 2.10 of *Sharing nudes and semi-nudes: advice for education settings working with children and young people* explains the procedure to follow if it is felt that there is a clear reason to view such imagery);
- The DSL will consider the need to ask for the student to produce the device as evidence. The viewing of any images, other content or seizing of any devices will be recorded including those present, date and time;
- The incident will be referred to a statutory agency (Children's Services on the Local Authority telephone number or the police by dialling 101) immediately if there is a concern a young person has been harmed or is at immediate risk of harm (telephone the police by dialling 999). This would include information coming to light if at the initial stage:
 - The incident involves an adult;
 - There is reason to believe that a young person has been coerced, blackmailed or groomed, or if there are concerns about their capacity to consent (for example owing to special educational needs);

- What you know about any imagery or other content suggests the content depicts sexual acts which are unusual for the young person's developmental stage, or are violent;
 - Any imagery or other content involves sexual acts and any pupil in the imagery is under 13;
 - You have reason to believe a student is at immediate risk of harm owing to the sharing of any imagery, for example, the young person is presenting as suicidal or self-harming;
 - Where the material or activities found or suspected are illegal and there is no immediate risk to the child, The Child and Exploitation Online Paedophile Unit should be informed;
 - If none of the above apply, the DSL may decide (with input from key stakeholders if appropriate) to respond to the incident without involving the police or children's social care. The DSL can choose to escalate the incident at any time if further information/concerns come to light. The decision should be recorded in line with the Safeguarding Policy and Child Protection Policy, and regularly reviewed throughout the process of responding to the incident;
 - The decision to respond to the incident without involving the police or children's social care would be made in cases when the DSL is confident that they have enough information to assess the risks to pupils involved, and the risks can be managed within *Educate Study* support framework and network for the child.
- If the DSL has decided that other agencies do not need to be involved, then consideration should be given to deleting any imagery or other content to limit any further sharing. In most cases, children and young people should be asked to delete any imagery or content and to confirm that they have deleted them. They should be given a deadline for deletion across all devices, online storage or social media sites. They should be reminded that possession of nudes and semi-nudes is illegal (if this is what the issue was). They should be informed that if they refuse or it is later discovered they did not delete such imagery, they are continuing to commit a criminal offence and the police may become involved. A record will be made of these decisions as per the Safeguarding Policy including decisions, times, dates and reasons; (TO PERSONALISE OR DELETE AS APPROPRIATE [Name of GO] may wish to invoke their own measures to discourage young people sharing, creating or receiving images in line with behaviour policies.)
 - Any decision to search a child or young person's device and delete imagery will be based on the professional judgement of the DSL (or equivalent) and will always comply with the safeguarding and child protection policy and procedures of *Educate Study Limited*. All of these decisions need to be recorded, including times, dates and reasons for decisions made and logged in the safeguarding records. Parents and carers will also be informed unless this presents a further risk to any child or the young person;
 - Where the DSL is aware that youth produced sexual imagery or other content has been unavoidably viewed by a member of staff, the DSL should ensure that the staff member has appropriate support. Viewing youth produced sexual imagery or other content can be distressing for both young people and adults and appropriate emotional support may be required;

- Where police action has been instigated for an incident involving a member of staff or volunteer, *Educate Study limited* internal procedures will take place at the conclusion of the police action. A suspension will be likely to take place before the internal procedures begin.

Responding to an incident of the sharing of nudes and semi-nude imagery

- *Educate Study* will follow the guidance in https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/94754/5/UKCIS_sharing_nudes_and_semi_nudes_advice_for_education_settings_V2.pdf when responding to an incident of sharing nudes and semi-nudes.

Related policies and procedures


This policy statement should be read alongside our organisational policies and procedures including:

- Safeguarding and Child Protection policy
- Code of conduct for staff, homestays and volunteers
- Student behaviour code of conduct
- Online Safety Policy

Review

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on:11/11/2024.....

Signed:.....

Date:11/11/2024.....

Appendix 1: Incident Form

CHILD PROTECTION RECORD – Report of a Concern

Date of record:	
Date of incident:	

Name of referrer:		Role of referrer:	
Student name:			
Details of concern:	<ul style="list-style-type: none"> • <i>use initials for other children / young people involved, unless there is a specific need to name them in full</i> • <i>contemporaneous notes, if taken, may be attached to this form</i> 		
Reported to:		Role of person reported to:	
Signed:			

For DSL use:

Action taken:		Advice sought: <i>(from whom and what was advice given)</i>	
Concern / referral discussed with parent / carer?		<i>If not, state reasons why – if yes, note discussion with parent</i>	
Referral made:		<i>If not, state reasons why – if yes, record to whom and any action agreed</i>	
Feedback to referring member of staff or homestay:			<i>By whom</i>
Response to / action taken with student:			<i>By whom</i>
Name and contact number of key workers:			
Name and contact details of GP:			
Other notes / information / concerns:			
Any other action required:			