



Alliance Française

Glasgow

Safeguarding Policy & Procedures

Safeguarding Policy

This policy applies to all staff, including managers and the Board of Trustees, paid staff, volunteers, interns, work experience students, or anyone working on behalf of the *Alliance Française Glasgow* (the AFG).

The purpose of this policy is:

- to protect children and young people who visit and take classes at the *Alliance Française Glasgow*. This includes the children of adults who use our services;
- to provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection;

The *Alliance Française Glasgow* believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practise in a way that protects them.

This policy should be read alongside our policies and procedures on:

- Recruitment, induction and training
- Data protection
- Health and safety

We recognise that:

- the welfare of the child is paramount,
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them
- appointing a Designated Safeguarding Officer (DSO) for children and young people, two deputies and a lead trustee for safeguarding
- adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers
- using safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using procedures to manage any allegations against staff and volunteers appropriately
- ensuring that there are effective complaints and whistleblowing measures in place
- ensuring that a safe physical environment is provided for children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- creating an ethos where bullying is not accepted and all incidents are dealt with promptly in accordance with Safeguarding Procedures
- ensuring suitable content locks and access and borrowing measures are in place at the iPad bar and within the Library/*Médiathèque* and that staff adhere to age guidance for books and films
- ensuring that educational materials used during courses are age-appropriate.

Contact details

Designated Safeguarding Officer (DSO): Shona Miller (assistant@afglasgow.org.uk / 0141 331 4080)

Deputy DSOs: Agnès Coric (admin@afglasgow.org.uk) & Anaïs Cayzac (biblio@afglasgow.org.uk)

Senior lead for safeguarding: Susan Belkacemi (belkacemis@yahoo.co.uk)

Child Exploitation and Online Protection Command (CEOP): www.ceop.police.uk

NSPCC Helpline: 0808 800 5000

This policy and good practice will be reviewed annually and in the event of any changes in the law.

Safeguarding procedures

Definitions

Safeguarding is about embedding practices throughout the Alliance to ensure the wellbeing and safety of children using services.

There are four main categories of **child abuse**: physical abuse, emotional abuse, sexual abuse and neglect. All these categories are forms of harm and each can involve inflicting harm or failing to prevent harm.

A **child** is under the age of 18.

Responsibilities

All staff (paid or unpaid), including senior management and trustees, have a responsibility to follow the guidance laid out in the *Alliance Française Glasgow's* Safeguarding Policy and these Procedures, and to pass on any welfare concerns using the required procedures. All staff (paid or unpaid) are expected to promote good practice by being excellent role models, to contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Trustees have a responsibility to ensure that an organisationally relevant safeguarding policy and procedures are in place.

The **Directeur/trice** is responsible for ensuring that the policy is accessible, monitored, reviewed annually and implemented.

The **Designated Safeguarding Officer** (supported by the **Deputy DSOs**) has a responsibility to promote the welfare of children, receive staff concerns about safeguarding and respond to these seriously, swiftly and appropriately; keep up to date with local arrangements for safeguarding and the PVG scheme; and take forward concerns about responses.

Safe recruitment

The *Alliance Française Glasgow* ensures safe recruitment through the following processes: reference checks, identification of gaps in employment, inclusion of safeguarding responsibilities in job descriptions, and conducting Disclosure Scotland checks/enrolment in the PVG scheme.

Disclosure Scotland checks and the PVG Scheme

The *Alliance Française Glasgow* is registered with Volunteer Scotland and maintains a list of roles which involve contact with children. PVG Scheme enrolment is in place for all teachers, language office assistants and the librarian. Our interns ('stagiaires') are not subject to Disclosure Scotland checks and therefore should not be entrusted with any safeguarding responsibilities.

More information is available here: <https://www.mygov.scot/pvg-scheme/>

Induction and training

Induction will include discussion of the Safeguarding Policy and Procedures alongside the other relevant Policies, ensuring that staff are familiar with reporting processes and the role of the DSO.

Training

All staff who, through their role, teach children or have safeguarding responsibilities, will have access to safeguarding training at an appropriate level (recognising indicators; appropriate response to an allegation).

Enrolling a child in a course

1. An enrolment form, which is reviewed annually, needs to be completed for every child who is enrolled in any course at the *Alliance Française Glasgow*. Significant information on these forms e.g. special needs, allergies, must be circulated to **the DSO**, who will communicate this information **to the teacher, language office assistants and reception** as necessary, and put an individual plan in place. For children who continue to study at the Alliance over an extended period, the form will be re-sent to parents/guardians annually in case there has been any change in circumstances.
2. Entry/exit from premises and absences: **Teachers** will monitor the exit/entry of children from the classroom; in particular, for children that have not been given permission to exit by themselves and for children who are waiting an excessive amount of time after a lesson to be picked up. Where the child remains in the reception and the teacher must leave to teach another class, they will explicitly notify the **language office assistants** (i.e. contracted staff, and not interns/*stagiaires*), who will then take responsibility. In the event of an unexplained absence or departure, the **teacher will immediately inform the language office assistants**, who will contact the parent/guardian, first by phone, and then by e-mail to confirm. If they are unable to contact the parent/guardian, they will notify **the DSO/Deputy DSO**. If a child is waiting an excessive amount of time at the end of the class to be collected, **language office assistants will notify the DSO/Deputy DSO**, who will follow up with the parent/guardians and contact social services if necessary.
3. Child wishes to leave early: For a child who wishes to leave early from either a 1-to-1 or a group class, without pre-authorisation from their parent/guardian, **the teacher should notify the language office assistants**; they should try in the first instance to contact their parent/guardian by phone to obtain authorisation, and if successful, should follow this authorisation with a written confirmation by e-mail. Where the parent/guardian cannot be contacted and the child insists on leaving, **the language office assistants/the teacher** should tell them in front of witnesses that they do not have authorisation to let them leave, and that they cannot take responsibility for anything that may occur. They should follow this up with an email to their parents/guardians to this effect ('X left the *Alliance Française Glasgow* without authorisation; I was unable to contact you by telephone').

4. Class parties: **Teachers** should ensure that no alcohol is served to any child.
5. All our children's classes should only ever take place during the AFG's official opening hours, so that a member of **the language office/administrative team** staff is always present.
6. Scheduling private tuition: If a **teacher** schedules 1-to-1 lessons directly with a student under the age of 18 and not with their parent/guardian, they must ask **the language office assistants** to send a follow-up email confirming the dates and times of the lessons with the parent/guardian.
7. Bullying: Due to the nature of our classes and provision for children, it is unlikely that instances of bullying will occur on the premises. However, should this does occur, all incidents will be dealt with seriously and swiftly, bearing in mind the potential impact on the children's wellbeing. **Staff** should report any instances they observe to the **class teacher**, who should handle the bullying concern in consultation with the **DSO**.
Information and guidance on handling bullying concerns is available on the *Anti-Bullying Alliance* website: <https://www.anti-bullyingalliance.org.uk/>

These above measures also apply to second-level work experience students under the age of 18.

Cultural Activities, Library and iPads

From time to time, wine may be served to participants at cultural activities e.g. *Ciné-Club*, book club. All employees and volunteers should only serve alcohol to those over the age of 18. In case of doubt, an identity document should be requested.

It is the policy of the *Alliance Française Glasgow* to abide by age guidance for films. Where available, the certificates for the films shown during the *Ciné-Club* are displayed on promotional materials (e.g. internal newsletter and cultural programme), and age guidance will be supplied where sought by students; in case of doubt, an identity document should be requested.

Library membership forms for under-16s must be countersigned by a parent/guardian. Library membership conditions stipulate that the parent/guardian is responsible for items borrowed by a child. Members with countersigned library cards should not borrow 18-cert films or adult graphic novels without explicit consent from their parent/guardian. Graphic novels are shelved in two categories: *adults only* and *all readers*.

An internet search function is not available on the iPads, which are limited to the pre-installed language-learning apps. However, since these apps are designed for adults and YouTube is available on the iPads, children using the iPads should be supervised by an adult at all times; this is indicated on a notice next to the iPads.

Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at the *Alliance Française Glasgow*.

Teacher or other staff member (except DSO/Deputy DSOs):

1. If a concern about the safety/welfare of a child arises, it should be recorded using a '**Cause for concern form**' or in the absence of that form, any other piece of paper;
2. The concern should be shared **immediately** with the DSO or Deputy DSO if the DSO is not available;
3. If the DSO/Deputy DSO/Director or Trustee with Safeguarding Responsibilities are implicated, then another member of the safeguarding team should be consulted;
4. Medical attention should be sought if needed;
5. **All reporting following this point is the responsibility of the DSO, or her Deputies.**

DSO/Deputy DSO:

6. If safe and appropriate, the concerns should be discussed with parents/carers and permission obtained to make a referral to police / social care;
7. If needed, advice can be sought from the following: *Glasgow Social Care Direct*: 041 287 0555 (or 0300 343 1505 outside office hours), Police: 999 (Emergency)/101 (Non-emergency), NSPCC: 0808 800 5000;
8. Discussions with above agencies and organisations should be recorded, in writing, including their response/advice;
9. The contact form / reporting process as requested by external agency contacted should be completed.

Summary of abuse indicators

This is a summary of some of the indicators that may suggest a child is being abused or at risk of harm.

On their own, these indicators cannot confirm whether a child is being abused or not. Each child needs to be considered in the context of their family and wider community; appropriate persons should carry out a proper assessment; additional training will be provided to all staff on recognising the indicators of abuse and the appropriate response to an allegation.

- Multiple bruising or bruises and scratches (especially on the head and face);
- Clusters of bruises, e.g. fingertip bruising from being grabbed;
- Bruises around the neck and behind the ears;
- Marks indicating injury by an instrument e.g. a stick or a belt;
- Bite marks, burn marks, scalds, untreated injuries;
- Explanation for an injury does not match the injury, or the child does not want to explain an injury;
- Allegations of abuse;

- The child does not want you to discuss an injury with their parent/carer;
- The child is reluctant to go home;
- The child is aggressive or flinches when approached;
- The child wears long sleeves during hot weather;
- The child is unnaturally compliant in the presence of parents/carers.

Allegations against staff

The AFG recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows:

1. Any member of staff (paid or unpaid) is required to report the concerns in the first instance to the DSO;
2. The DSO will make a written record of the allegation and follow the procedure indicated on the Glasgow City Council website.
3. The DSO should then follow the advice provided by the Designated Officer, in particular concerning a potential need to alter the duties of the member of staff concerned;
4. If allegations are made against the DSO, these should be reported to another member of the safeguarding team.

Confidentiality and management of information

Information will be gathered, recorded and stored in accordance with the *Alliance Française Glasgow's* Information Security and Data Protection Policies.

All staff must be aware that they have a professional and personal duty to share information in order to safeguard children; the public interest in safeguarding children may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the DSO.

All staff must be aware that they cannot promise children or their families/carers that they will keep secrets.