

Safeguarding Policy and Procedures

Last review date: 20/09/2025

Next review due: 20/09/2026

Safeguarding Policy

This policy applies to directors, trustees, teachers, administrative staff, volunteers and interns, or anyone working on behalf of the AFM.

The purpose of this policy is to:

- protect children and adults at risk who visit the AFM and use our services;
- provide guidance to staff and volunteers.

We believe that children and adults at risk should never experience abuse of any kind and that we have a responsibility to promote the welfare of all children and adults at risk and to keep them safe.

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

- Recruitment, induction and training
- Information security
- Health and safety

We will seek to keep children, young people and adults at risk safe by:

- listening to and respecting them;
- appointing a Designated Safeguarding Officer (DSO) for children and young people, a deputy and a lead board member for safeguarding;
- adopting safeguarding practices through written procedures for staff and volunteers;
- providing supervision, support and training for staff and volunteers;
- recruiting staff and volunteers safely, ensuring all necessary checks are made;
- recording and storing information professionally and securely, and sharing information about safeguarding with children, their families, staff and volunteers;
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, adults at risk, families and carers appropriately;
- using our procedures to manage any allegations against staff and volunteers appropriately;
- ensuring that we have effective complaints and whistleblowing measures in place;
- ensuring that we provide a safe physical environment for our children, young people, adults at risk, staff and volunteers, by applying health and safety measures; and
- creating an ethos where bullying is not accepted and all incidents are dealt with promptly.

Safeguarding documents

The following Safeguarding documents are in use:

- 1) Safeguarding Policy and Procedures (The Staff Handbook) – a general and complete statement of AFM Safeguarding Policy and Procedures
- 2) Child Safeguarding form – an online form that must be completed by a parent/guardian of students under 18 before their first class
- 3) Exams Safeguarding form – permission form for under-18 exam candidates to leave/arrive unaccompanied
- 4) Safeguarding_Bonnes pratiques: a summary of the handbook safeguarding procedures in French for teachers
- 5) Safeguarding_QuiQuoiQuand: schemas for the guidance of teachers
- 6) Zoom/Teams protocole d'urgence: what to do for distance-learning classes

Contact details:

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Contact numbers for information and advice

NSPCC Helpline (National Society for the Prevention of Cruelty to Children)

0808 800 5000

Manchester Safeguarding Partnership: 0161 2345001 (24-hour number for both adults and children)

Hourglass: 0808 808 8141 (confidential helpline for any older person at risk of abuse)

Scope charity: 0808 800 3333 (helpline for people with disabilities and their families)

Thirtyone:eight charity: 0303 003 1111 (helpline for anyone with safeguarding questions or concerns)

Police 999 (emergency), 101 (non-emergency)

We are committed to reviewing our policy and good practice at least **annually** and in the event of any changes in the law or circumstances.

Safeguarding procedures

Definitions

Safeguarding means ensuring the wellbeing and safety of children and adults at risk.

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

A **child** is under the age of 18. The measures indicated in these procedures apply to **all AF students, visitors and work experience students up to and including the age of 17**.

Under the Care Act (2014), an **adult at risk** is someone over 18 years old who:

- a) Has needs for care and support
- b) Is experiencing, or is at risk of, abuse or neglect, and
- c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If an incident occurs, the AFM staff can adapt some of the children's safeguarding procedures mentioned below to act as appropriate and contribute to safeguarding the adult. When doing so, it is essential to obtain the consent of the adult prior to proceeding with any safeguarding procedures.

Responsibilities

All staff (paid or unpaid), including senior management and trustees, have a responsibility to follow the guidance laid out in the AFM Safeguarding Policy and these Procedures, and to pass on any welfare concerns using these procedures.

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

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

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

Safe recruitment

The AFM ensures safe recruitment through reference checks, identification of gaps in employment, inclusion of safeguarding responsibilities in job descriptions and conducting DBS checks.

DBS checks

An enhanced DBS check, with 3-year rolling re-check, is in place for all teachers and front-house reception employees, for staff with safeguarding responsibilities and for the Trustee

Safeguarding Lead. Interns (stagiaires) are not subject to DBS checks and therefore should not be entrusted with any administrative safeguarding responsibilities.

Induction and training

Induction will include discussion of the Safeguarding Policy and Procedures and training on job-role relevant processes.

Training

All staff who, through their role, teach children or have safeguarding responsibilities will have access to safeguarding training and guidance as it applies to their role. They should read all the documents that apply to their role and follow the procedures.

Extra administrative steps for the enrolment of children in classes

- 1) Children will complete their placement test via videoconference with a qualified member of staff to ensure a safe and supportive environment.
- 2) A copy of the Safeguarding form needs to be received before the first class – this form should be re-sent annually.
- 3) If it is not received without prompting (e.g. through a link on one of the enrolment forms), Reception should send this form to the parents in good time for completion before the first class.
- 4) Reception should follow up if the form has not been received, postponing the first class if necessary.
- 5) Reception will review the form and note whether the child is arriving alone or accompanied and any other relevant information.
- 6) Reception will let the teacher know that there is a child in their class, and any additional relevant information, with the Safeguarding Lead in copy.
- 7) For classes at our premises, children should be added to the sign-in sheet.
- 8) On Oncord, the parent/guardian and child should have separate and linked files.
- 9) Reception is responsible for monitoring arrival and leaving the premises and for following up on concerns about attendance (see section on Arriving, Leaving and Attendance below).

1-to-1 classes

- 1) There is a link to the Safeguarding form on the Private Tuition enrolment form.
- 2) Private tuition with children at our premises should only ever take place during the AFM's official opening hours, so that a member of **reception/admin** staff is available, and classes should be taught near the front of the class and in classrooms A to F (avoiding G-J), so that teacher and student are visible from outside the classroom.

Group classes

- 1) The teacher conducting the Level Consultation will note if the student is under 18 and indicate this on the Level Assessment record.
- 2) The link to the Safeguarding Form is included on the follow-up email which is sent after the Level Assessment.

- 3) For Beginners Level classes, the automated confirmation of enrolment email includes a link to the Safeguarding Form.
- 4) Before each course session starts, reception will check date of birth of all students for the Beginner classes to make sure we have identified all children in the class.

Arriving, Leaving and Attendance

For children in an *onsite* class:

A **sign-in / sign-out sheet** will be available at reception, to be signed by the child or their parent/guardian.

Children that arrive accompanied:

- Reception should ensure that they do not leave by themselves or with an unauthorised adult.
- Should not be permitted to leave the premises during break-times.
- If a child that arrives accompanied leaves by themselves or goes missing from the premises, this is a safeguarding emergency, and the Teacher/Reception should notify other team members, call the parents and contact the Safeguarding Lead/Deputy for advice.
- If a child is waiting too long to be collected (i.e. longer than 10-15 minutes during the day, after class for any length of time for evening classes), Reception should call the parents/guardians and notify the DSO/Deputy DSO, who will advise, follow up with the parent/guardians and contact social services if necessary.

Children that arrive unaccompanied:

- If the child is absent from class, the teacher should leave the class after 15 minutes to let the Reception know. The Reception should call the parent/guardian and follow up with an email (whether the call is answered or not).
- If a child 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 reception, who should try to contact their parent/guardian by phone.
- Where the parent/guardian cannot be contacted, the reception/the teacher should tell the child 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 e-mail to their parents/guardians.

For children in an *online* class:

1) Absence from class, group classes:

The teacher should notify reception at the end of the class, and the Reception should email the parent/guardian contact to let them know.

2) Absence from class, 1-to-1 classes:

- The teacher should wait 10 minutes then send an email to the parents (and the child if we have their email address) and phone the reception, who will contact the parent/guardian by phone.
- The teacher will wait a further 35 minutes and then send an email to the parents (and the child if we have their email address) with the reception in copy to say that they are leaving the virtual classroom.

- If the class is taking place when the reception is not open, the teacher should put reception in copy while emailing the parents (and child if we have their email address) and notify the parents after 10 minutes and after 35 minutes as above.

Extra care for children in classes – teacher and administrative responsibilities:

- 1) Class behaviour and interactions: Where a child is in a class with adults, teachers should monitor interactions within the class and ensure that class topics, materials and discussions remain appropriate. Where there is a behaviour or welfare concern, this should be handled sensitively and confidentially and discussed with the Safeguarding officer or DSOs.
- 2) Emails: The parent/guardian email address should be the main address in use and the parent/guardian should be in copy for all emails sent to/from a minor.
- 3) Social networks: No staff member should connect with or make contact with any minor via Whatsapp, Facebook or other social network; this may mean altering planned activities for the group if there is a minor in the class. The teacher should not create or join a class Whatsapp group.
- 4) Personal details: Teachers should not share their phone number, home address, social profile details etc. with a minor, and should discourage the child from sharing their details with the teacher or other class members.
- 5) Replacements: If a teacher is on leave, they should let the teacher who is replacing them know that there is a minor in the class, and if there is anything the replacement teacher should be aware of (e.g. severe allergy). A teacher who is replacing a colleague should check at the reception and on the class list before class whether there are any children in the class. You should not assume that the teacher you are replacing will have told you – it is important to double check.
- 6) Scheduling 1 to 1s: If a child asks to reschedule a class, this must be confirmed in writing by the parent/guardian. If the student(s) and the teacher agree on a time different to the regular slot, reception will send an email about the new time to the parent/guardian.
- 7) Bullying: All incidents should be dealt with seriously and swiftly. The teacher will monitor the relationships within classes and report any concerns. Reception staff should report any instances they observe to the class teacher, who should handle the bullying concern in consultation with the DSO. If any other staff see any bullying, they should intervene immediately if appropriate, and notify the class teacher and the DSO. Information and guidance on handling bullying concerns is available on the Anti-Bullying Alliance website: <https://www.anti-bullyingalliance.org.uk/>
- 8) Alcohol: The teacher should ensure that no alcohol is served to a child.

Cultural Activities and Library

When wine is offered to participants at cultural activities, it should only be served to over 18s. In case of doubt, ask for ID.

It is the policy of the AFM to abide by age guidance for films. The system of certification is not the same in the UK as in French-speaking countries. BBFC certification (if available) or age guidance for the films shown during Film club are displayed on promotional materials (e.g. internal newsletter and cultural programme). We may refuse entry if appropriate.

Age guidance, where available, is displayed on the DVD case and on the online library catalogue. Where there is no age guidance on the item but the member of staff thinks it is not appropriate, they may use their discretion to refuse to loan the item as appropriate.

Graphic novels are shelved in two categories, which are shelved separately: *adults only/adultes* (marked with black tape) and *all readers/tous publics* (marked with blue tape). Items marked with black tape should not be loaned to under-16s.

School visits

The terms and conditions for school visits state that the class teacher from the school is responsible for their students throughout their time at the AFM. Staff should report any concerns – for example, any welfare concerns or bullying incidents – to them.

In advance of every school visit, we will ask the school if any of the students have any special needs and we will send a copy of our sample risk assessment so that the school teacher has a good awareness of what they need to do for their students.

Adults at risk and financial transactions

AFM staff should not take payments from adults who do not seem competent at the time of making transactions. Staff should slow down a purchase when they have a reasonable doubt and allow a refund in such cases.

Exams

For DELF Prim sessions, candidates must be accompanied by a parent/guardian who should stay in the premises at all times.

For DELF Junior sessions, candidates above the age of 11 may be authorised by their parent/guardian to arrive and leave by themselves. The Exam Safeguarding Form should be sent to the parents/guardians of all candidates for the DELF Junior exams and all under-18 candidates of any other exams for this reason. Reception is responsible for making a note of the arriving/leaving arrangements for each candidate and ensuring that candidates do not leave where they do not have the permission to do so.

Summary of abuse indicators

For reference, this is a summary of some of the indicators that may suggest a child is being abused or at risk of harm.

- Bruising and visible injuries;
- Explanation for an injury does not match the injury, the child does not want to explain an injury, or the child does not want you to discuss the injury with their parent/carer;
- Allegations of abuse;
- 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.

The 2024 [Care and Support Statutory Guidance](#) from the Department for Health and Social Care identified ten types of abuse that adults at risk can be subject to:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Reporting

Employees are encouraged to discuss any concerns that they have, following the process below.

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

1. For classes at the premises: in an emergency situation, contact Reception for contact details of the parents and to call the emergency services. Then call the DSO/Deputy and ask for advice about what to do next.
2. For distance-learning classes: in an emergency situation, call the Reception or DSO or Deputy DSO on their mobile number to obtain the parents or carers' address and contact details to call them and the emergency services if required. For non-emergency situations, call or email the DSO during her next working day.
3. Report any disclosures or safeguarding concerns that you have to the DSO or Deputy DSO; remember that this is information that must be handled confidentially and on a need-to-know basis only. If a child or adult is telling you about abuse, do not ask leading questions and do not investigate. Do not promise them to keep the information secret. Write down the information on any piece of paper you have to hand as soon as you can so you remember it accurately; notify the DSO by phone call or email as appropriate;
4. If the DSO/Deputy DSO/Director or Trustee with Safeguarding Responsibilities are implicated, then refer to another member of the safeguarding team;
5. Seek medical attention if needed – contact the parents at the same time;
6. **All reporting following this point is the responsibility of the DSO, or her Deputies.**

DSO/Deputy DSO:

7. If safe and appropriate, discuss the issue with the child's parents/carers;
8. Seek advice from the following: Manchester Safeguarding Partnership: 0161 2345001 (24-hour number), Police 999 (Emergency), 101 (Non-emergency), NSPCC 0800 800 5000;
9. Ensure discussions with above agencies and organisations are recorded and that their response/advice is also recorded in writing;
10. Complete the contact form / reporting process as requested by external agency contacted.

Allegations against staff

The AFM 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 allegation 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;
3. The DSO will seek relevant advice if required by contacting the phone numbers as in the “Reporting” procedure, and consulting with the Director / the Trustee Lead / the Deputy DSO if appropriate;
4. The DSO will make a LADO (Safeguarding Children Services Local Authority Designated Officer) referral to quality.assurance@manchester.gcsx.gov.uk;
5. 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;
6. If allegations are made against the DSO, these should be reported to the Deputy DSO or the Trustee Safeguarding Lead.

Confidentiality and management of information

Information will be gathered, recorded and stored in accordance with the AFM 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 and adults at risk; the public interest in safeguarding children and adults at risk 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/adults or their families/carers that they will keep secrets.