



The British School of Beijing, Sanlitun

**Nord Anglia Education Guidance for Safeguarding  
and Safer Working Practice**

November 2020

## Contents

### Section 1 Overview

- 1.1 Background
- 1.2 What to do if you are worried a child is being abused

### Section 2: Using the Guidance

- 2.1 Status of Document
- 2.2 Purpose of the Guidance
- 2.3 Underlying Principles
- 2.4 Definitions
- 2.5 How to Use the Document

### Section 3: Guidance for Safer Working Practices

- 1 Context
- 2 'Unsuitability'
- 3 Duty of Care
- 4 Confidentiality
- 5 Making a Professional Judgment
- 6 Power and Positions of Trust
- 7 Propriety and Behaviour
- 8 Dress and Appearance
- 9 Personal Living Space
- 10 Gifts, Rewards and Favouritism
- 11 Infatuations
- 12 Communication with Children and Young People (Including use of Technology )
- 13 Social Contact
- 14 Sexual Contact
- 15 Physical Contact
- 16 Other Activities that Require Physical Contact

17	Behaviour Management
18	Use of Physical Intervention
19	Children and Young People in Distress
20	Intimate Care
21	Personal Care
22	First Aid and Administration of Medication
23	One to One Situations
24	Home Visits
25	Transporting Children and Young People
26	Trips and Outings
27	Photography and Video
28	Access to Inappropriate Images and Internet Usage
29	Whistleblowing
30	Sharing Concerns and Recording Incidents
31	Teacher Standards

## Section 1: Overview

### 1.1. Background

All adults who come into contact with children and young people in the course of their work with Nord Anglia Education have a duty of care to safeguard and promote their welfare

The UN convention on the rights of the child places a duty on organisations including Nord Anglia Education and our schools to safeguard and promote the well-being of children and young people and to protect them from harm. This includes the need to ensure that all adults who work with or on behalf of children and young people in Nord Anglia Education and our schools are competent, confident and safe to do so.

The vast majority of adults who work with children act professionally and aim to provide a safe and supportive environment which secures the well-being and very best outcomes for children and young people. However, it is recognised that in this area of work tensions and misunderstandings can occur. It is here that the behaviour of adults can give rise to allegations of abuse being made against them. Allegations may be malicious or misplaced. They may arise from differing perceptions of the same event, but when they occur, they are inevitably distressing and difficult for all concerned. Equally, it must be recognised that some allegations will be genuine and there are adults who will deliberately seek out, create or exploit opportunities to abuse children. It is therefore essential that all possible steps are

taken to safeguard children and young people and ensure that the adults working with them are safe to do so.

This document has been produced as a result of extensive experience in the allegations arena and with knowledge of the circumstances in which allegations might arise. This guidance seeks to provide practical guidance for anyone who works with, or on behalf of children and young people regardless of their role, responsibilities or employment status, including volunteers. It seeks to ensure that the duty to promote and safeguard the wellbeing of children is in part, achieved by raising awareness of illegal, unsafe and inappropriate behaviours. This document also constitutes a code of conduct and must be used as part of every staff member's induction.

Whilst every attempt has been made to cover a wide range of situations, it is recognised that this guidance cannot cover all eventualities. There may be times when professional judgments are made in situations not covered by this document, or which directly contravene the guidance given by their school principal or Designated Safeguarding Lead. In these circumstances it is expected that the adults involved will always advise at least one their senior team colleagues and be able to the justify any such action already taken or proposed.

It is also recognised that not all adults who work with children and young people work as paid or contracted employees. The principles and guidance outlined in this document still apply and should be followed by all adults whose work brings them into contact with children and young people, whether volunteers, trustees or others in contact with children including partner agencies and contractors. (Note: NAE has an abridged version of this code designed to be handed out to every volunteer, contractor and visitor to any of our schools).

### 1.2. What to do if you are worried a child is being abused

Everyone working with children and young people on behalf of Nord Anglia Education and all our schools should be familiar with Nord Anglia Educations' Safeguarding and Child Protection Policy and local arrangements for referral. If concerned about a child, the expectations in this policy should be followed. This policy should identify any specific local arrangements. Adults have a duty to report any child protection or welfare concerns to the Designated Safeguarding Lead for their school, **DSL (Primary- Anne Marie- 13810488248, Early Years- Kirsten 13051038797) (Assistant DSL Primary- Anita-18611931157, Early Years- Charmaine-18515138200**

### 1.3 Further Information.

For further information or clarification on any part of this code or any other Safeguarding related matter please contact Barry Armstrong on email: [barry.armstrong@nordanglia.com](mailto:barry.armstrong@nordanglia.com) or phone (+44)7710086737

## Section 2: Using the Guidance

### 2.1. Status of Document

This document acts as a code of conduct for all adults who have contact with children or young people on behalf of Nord Anglia Education and should form part of every staff member and volunteer's induction process. The document complements NAE's general Code of Conduct for all employees.

### 2.2. Purpose of Guidance

It is important that all adults working with children understand that the nature of their work and the responsibilities related to this, place them in a position of trust. This Code of Conduct provides clear advice on appropriate and safe behaviours for all adults working with children in paid or unpaid capacities, in all settings and in all contexts. The Code aims to:

- Keep children safe by clarifying which behaviours constitute safe practice and which behaviours should be avoided.
- Assist adults working with children to work safely and responsibly and to monitor their own standards and practice.
- Support line managers, Principals/Heads of Phase in setting clear expectations of behaviour.
- Support employers in giving a clear message that unlawful or unsafe behaviour is unacceptable and that, where appropriate, disciplinary or legal action will be taken.
- Support safer recruitment practice.
- Minimise the risk of misplaced or malicious allegations made against adults who work with children and young people.
- Reduce the incidence of positions of trust being abused or misused.
- Fulfil requirements as a code of conduct and act as part of staff induction.

### 2.3. Underpinning Principles

- The welfare of the child is paramount.
- It is the responsibility of all adults to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned or contracted to work with children and young people.
- Adults who work with children are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- Adults should work and be seen to work, in an open and transparent way. The same professional standards should always be applied regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity.
- Adults should continually monitor and review their practice and ensure they follow the guidance contained in this document.

### 2.4. Definitions

**Children and Young People:** Throughout this document references are made to "children and young people". These terms are interchangeable and refer to children who have not yet reached their 18th birthday. This guidance, however also has value for those working with vulnerable adults, and for all students over whom adults have a position of trust.

**Adults:** References to 'adults' or 'volunteers' refer to any adult who is employed, commissioned or contracted to work with or on behalf of, children and young people, in either a paid or unpaid capacity.

**Manager:** The term 'manager' refers to those adults who have responsibility for managing services including the supervision of employees and/or volunteers at any level.

**Employer:** The term 'employer' refers to Nord Anglia Education and applies to those all adults paid or unpaid or contracted to provide services on behalf of Nord Anglia Education. In the context of this document, the term 'employer' is also taken to include 'employing' the unpaid services of volunteers.

**Safeguarding:** Process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

**Duty of Care:** The duty which rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible. Any person in charge of or working with children and young people in any capacity is considered to owe them a duty of care.

## 2.5. How to Use the Document

This document is relevant to both individuals and Nord Anglia Education generally.

Each section provides general guidance about a particular aspect of work which may be undertaken with children and young people with. In the right hand column there is specific guidance about which behaviours should be avoided and which are recommended. Some schools/settings may need to adapt or add to the guidance to meet their specific practices or contexts. The document has however, been written for a generic audience and most, if not all of the content, is applicable to all adults who work with children and young people.

Nord Anglia schools should use this guidance to develop and promote safer working practice by ensuring that all employees and volunteers are made aware of its contents and have access to it. Schools must use this as a code of conduct.

Incorporating the use of this document in recruitment and selection processes will help to prevent and deter unsuitable people from working with children and young people. Providing employees and volunteers with clear guidance on appointment and revisiting this through induction, supervision, performance management, training programs etc., will also help to ensure a safer children's workforce. Principals/Head of Phase and line managers will be better placed to deal with unsuitable or inappropriate behaviour if their expectations have been made clear and reinforced throughout a person's employment and there is evidence that this has been done.

**Individuals should follow this guidance in their day to day practice. It should also be referred to when taking on new work, different duties or additional responsibilities.**

## Section 3:

### 1. Context

All adults who work with children and young people have a crucial role to play in shaping their lives. They have a unique opportunity to interact with children and young people in ways that are both affirming and inspiring. This guidance has been produced to help adults working in all schools to establish safe and responsive environments which safeguard young people and reduce the risk of adults being unjustly accused of improper or unprofessional conduct.

This means that these guidelines:

- Apply to all adults working in all settings whatever their position, role, or responsibilities.
- May provide guidance where an individual's suitability to work with children and young people has been called into question.

### 2. 'Unsuitability'

The guidance contained in this document is an attempt to identify what behaviours are expected of adults who work with children and young people. Adults whose practice deviates from this guidance may bring into question their suitability to work with children and young people.

This means that adults should:

- Have a clear understanding about the nature and content of this document.
- Discuss any uncertainties or confusion with their Principal/Head of Phase or line manager.
- Understand what behaviours may call into question their suitability to continue to work with children and young people.

### 3. Duty of Care

All adults who work with, and on behalf of children are accountable for the way in which they exercise authority; manage risk; use resources; and safeguard children and young people.

Whether working in a paid or voluntary capacity, these adults have a duty to keep children and young people safe and to protect them from sexual, physical and emotional harm. Children and young people have a right to be treated with respect and dignity. It follows that trusted adults are expected to take reasonable steps to ensure the safety and well-being of children and young people. Failure to do so may be regarded as "neglect".

The duty of care is in part, exercised through the development of respectful and caring relationships between adults and children and young people. It is also exercised through the behaviour of the adult, which at all times should demonstrate integrity, maturity and good judgment.

Nord Anglia Education has a duty of care towards their employees, both paid and unpaid. This requires them to provide a safe working environment for adults and provide guidance about safe working practices. Nord Anglia Education also has a duty of care for the well-being of employees and to ensure that employees are treated fairly and reasonably in all circumstances. The Human Rights Act 1998 sets out important principles regarding protection of individuals from abuse by organisations or people working for those institutions. Adults who are subject to an allegation should therefore be supported and the principles of natural justice applied.

Basic Health and Safety requirements also impose a duty on employees to take care of themselves and anyone else who may be affected by their actions or failings. An employer's duty of care and the adult's duty of care towards children should not conflict. This 'duty' can be demonstrated through the use and implementation of these guidelines.

This means that adults should:

- Understand the responsibilities, which are part of their employment or role, and be aware that sanctions will be applied if these provisions are breached.
- Always act, and be seen to act, in the child's best interests.
- Avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- Take responsibility for their own actions and behaviour.

This means that Nord Anglia Education and our schools should:

- Ensure that appropriate safeguarding and child protection policies and procedures are adopted, implemented and monitored.
- Ensure that codes of conduct/practices are continually monitored and reviewed.
- Ensure where possible that where services or activities are provided by another body, the body concerned has appropriate safeguarding policies and procedures.
- Foster a culture of openness and support.
- Ensure that systems are in place for concerns to be raised.
- Ensure that adults are not placed in situations which render them particularly vulnerable.
- Ensure all adults have access to and understand this guidance and related policies and procedures.
- Ensure that all job descriptions reflect an individual duty of care.

#### 4. Confidentiality

Adults may have access to confidential information about children and young people in order to undertake their responsibilities. In some circumstances they may have access to or be given highly sensitive or private information. These details must be kept confidential at all times and only shared when it is in interests of the child to do so. Such information must not be used to intimidate, humiliate, or embarrass the child or young person concerned.

If an adult who works with children is in any doubt about whether to share information or keep it confidential, he or she should seek guidance from a senior member of staff or Designated Safeguarding Lead.

Whilst adults need to be aware of the need to listen to and support children and young people, they must also understand the importance of not promising to keep secrets. Neither should they request this of a child or young person under any circumstances.

Additionally, concerns and allegations about adults should be treated as confidential and passed to a senior manager without delay.

This means that adults:

- Be clear about when information can be shared and in what circumstances it is appropriate to do so.
- Are expected to treat information they receive about children and young people in a discreet and confidential manner.
- Should seek advice from a senior member of staff if they are in any doubt about sharing information they hold or which has been requested of them.
- Need to know to whom any concerns should be reported.

## 5. Making a Professional Judgment

This guidance cannot provide a complete checklist of what is, or is not inappropriate behaviour for adults in all circumstances. There may be occasions and circumstances in which adults have to make decisions or take action in the best interests of the child or young person which could contravene this guidance or where no guidance exists. Individuals are expected to make judgements about their behaviour in order to secure the best interests and welfare of the children in their charge. Such judgements, in these circumstances, should always be recorded and shared with a senior manager. In undertaking these actions individuals will be seen to be acting reasonably.

This means that where no specific guidance exists adults should:

- Discuss the circumstances that informed their action, or their proposed action, with a senior manager.
- Report any actions which could be misinterpreted to their senior manager.
- Always discuss any misunderstanding, accidents or threats with a senior manager.
- Always record discussions and reason why actions were taken.
- Record any areas of disagreement about course of action taken and if necessary referred to a higher authority.

## 6. Power and Positions of Trust

As a result of their knowledge, position and/or authority invested in their role, all adults working with children and young people are in positions of trust in relation to the young people in their care. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise as a consequence of this relationship.

A relationship between an adult and a child or young person cannot be a relationship between equals. There is potential for exploitation and harm of vulnerable young people. Adults have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification. Adults should always maintain appropriate professional

boundaries and avoid behaviour which might be misinterpreted by others. They should report and record any incident with this potential.

Where a person aged 18 or over is in a specified position of trust with a child under 18, whatever their age, it is inappropriate for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity.

This means that adults should not:

- Use their position to gain access to information for their own or others' advantage.
- Use their position to intimidate, bully, humiliate, threaten, coerce or undermine children or young people.
- Use their status and standing to form or promote relationships which are of a sexual nature, or which may become so.

## 7. Propriety and Behaviour

All adults working with children and young people have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children and young people. It is therefore expected that they will adopt high standards of personal conduct in order to maintain the confidence and respect of the public in general and all those with whom they work.

There may be times, for example, when an adult's behaviour or actions in their personal life come under scrutiny from local communities, the media or public authorities. This could be because their behaviour is considered to compromise their position in their workplace or indicate an unsuitability to work with children or young people. Misuse of drugs, alcohol or acts of violence would be examples of such behaviour.

Adults in contact with children and young people should therefore understand and be aware, that safe practice also involves using judgement and integrity about behaviours in places other than the work setting.

This means that adults should not:

- Behave in a manner which would lead any reasonable person to question their suitability to work with children or act as a role model.
- Make, or encourage others to make, unprofessional personal comments which scapegoat, demean or humiliate, or which might be interpreted as such.

This means that adults should:

- Be aware that behaviour in their personal lives may impact upon their work with children and young people.
- Follow any codes of conduct deemed appropriate by their organization

## 8. Dress and Appearance

A Person's dress and appearance are matters of personal choice and self-expression. However, adults should dress in ways which are appropriate to their role and this may need to be different to how they dress when not at work.

Adults who work with children and young people should ensure they take care to ensure they are dressed appropriately for the tasks and the work they undertake.

Those who dress in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegations.

This means that adults should wear clothing which:

- Is appropriate to their role.
- Is not likely to be viewed as offensive, revealing, or sexually provocative.
- Does not distract, cause embarrassment or give rise to misunderstanding.
- Is absent of any political/extremist or otherwise contentious slogans.
- Is not considered to be discriminatory and is culturally sensitive.

## 9. Personal Living Space

No child or young person should be invited into, the home of an adult who works with them, unless the reason for this has been firmly established and agreed with parents/ carers and Headteacher/Principal.

It is not appropriate for any employee to ask to use or be asked to use private living space for work with children and young people.

Under no circumstances should children or young people assist with chores or tasks in the home of an adult who works with them unless this has been discussed and agreed with the child's parents.

This means that adults should:

- Be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in vulnerable situations.
- Challenge any request for their accommodation to be used as an additional resource.
- Be mindful of the need to maintain professional boundaries.
- Refrain from asking children and young people to undertake personal jobs or errands without the child's parent's agreement.

## 10. Gifts, Rewards and Favouritism

The giving of gifts or rewards to children or young people should be part of an agreed policy for supporting positive behaviour or recognising particular achievements. In some situations, the giving of gifts as rewards may be accepted practice for a group of children, whilst in other situations the giving of a gift to an individual child or young person will be part of an agreed plan, recorded and discussed with senior manager and the parent or carer.

It is acknowledged that there are specific occasions when adults may wish to give a child or young person a personal gift. This is only acceptable practice where, in line with the agreed policy, the adult has first discussed the giving of the gift and the reason for it, with the senior manager and/or parent or carer and the action is recorded. Any gifts should be given openly and not be based on favouritism. Adults need to be aware however, that the giving of gifts can be misinterpreted by others as a gesture either to bribe or groom a young person.

Adults should exercise care when selecting children and/or young people for specific activities or privileges to avoid perceptions of favouritism or unfairness. Methods and criteria for selection should always be transparent and subject to scrutiny.

Care should also be taken to ensure that adults do not accept any gift that might be construed as a bribe by others, or lead the giver to expect preferential treatment.

There are occasions when children, young people or parents wish to pass small tokens of appreciation to adults e.g. on special occasions or as a thank-you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value.

This means that adults should:

- Be aware of their organisation's policy on the giving and receiving of gifts.
- Ensure that gifts received or given in situations which may be misconstrued are declared.
- Generally, only give gifts to an individual young person as part of an agreed reward system.
- Where giving gifts other than as above, ensure that these are of insignificant value.
- Ensure that all selection processes which concern children and young people are fair and that wherever practicable these are undertaken and agreed by more than one member of staff.

## 11. Infatuations

Occasionally, a child or young person may develop an Infatuation with an adult who works with them. These adults should deal with these situations sensitively and appropriately to maintain the dignity and safety of all concerned. They should remain aware, however, that such infatuations carry a high risk of words or actions being misinterpreted and should therefore make every effort to ensure that their own behaviour is above reproach.

An adult, who becomes aware that a child or young person is developing an infatuation, should discuss this at the earliest opportunity with a senior manager or parent/carers so appropriate action can be taken to avoid any hurt, distress or embarrassment.

This means that adults should:

- Report and record any incidents or indications (verbal, written or physical) that suggest a child or young person may have developed an infatuation with an adult in the workplace.
- Always acknowledge and maintain professional boundaries.

## 12. Communication with Children and Young People (including the Use of Technology)

Communication between children and adults, by whatever method, should take place within clear and explicit professional boundaries. This includes the wider use of technology such as mobile phones text messaging, e-mails, digital cameras, videos, web-cams, websites and blogs. Adults should not share any personal information with a child or young person. They should not request, or respond to, any personal information from the child/young person, other than that which might be appropriate as part of their professional role. Adults should ensure that all communications are transparent and open to scrutiny.

Adults should also be circumspect in their communications with children so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming. They should not give their personal contact details to children and young people including e-mail, home or mobile telephone numbers, unless the need to do so is agreed with senior management and parents/carers. E-mail or text communications between an adult and a child young person outside agreed protocols may lead to disciplinary and/or criminal investigations. This also includes communications through internet based web sites.

Internal e-mail systems should only be used in accordance with the organisation's policy. (See Also Nord Anglia Educations' Social Media Policy).

This means that Nord Anglia Education:

- Has a social media policy which specifies acceptable and permissible modes of communication.

This means that adults should:

- Not give their personal contact details to children or young people, including their personal mobile telephone number and details of any blogs or personal websites.
- Only use equipment e.g. mobile phones, provided by organisation to communicate with children, making sure that parents have given permission for this form of communication to be used.
- Only make contact with children for professional reasons and in accordance with Nord Anglia Educations' social media policy.
- Recognise that text messaging is rarely an appropriate response to a child in a crisis situation or at risk of harm. It should only be used as a last resort when other forms of communication are not possible.
- Not use internet or web-based communication channels to send personal messages to a child/young person.
- Ensure that if a personal social networking site is used, details are not shared with children and young people and privacy settings are set at maximum

## 13. Social Contact

Adults who work with children and young people should not seek to have unsupervised social contact them. Ideally if there is to be social contact this should be established practice which is open to scrutiny.

If a child tries to establish social contact or if this occurs coincidentally, the adult should exercise her/his professional judgment in making a response but should always discuss the situation with their manager and/or with the parent of the child or young person. Adults should be aware that social contact in certain situations can be misconstrued as grooming.

Where social contact is an integral part of work duties, e.g. pastoral work in the community, care should be taken to maintain appropriate personal and professional boundaries. This also applies to social contacts made through interests outside of work or through the adult's own family or personal networks.

It is recognised that some adults may support a parent who may be in particular difficulty. Care needs to be exercised in those situations where the parent comes to depend upon the adult for support outside their professional role. This situation should be discussed with senior managers.

This means that adults should:

- Have no secret social contact with children and young people or their parents.
- Consider the appropriateness of the social contact according to their role and nature of their work.
- Report and record any situation, which may place a child at risk or which may compromise the Nord Anglia Education or their own professional standing.
- Be aware that the sending of personal communications such as personal birthday or faith cards to any pupil should always be recorded and/or discussed with line Manager.
- Understand that some communications may be called into question and need to be justified.

#### 14. Sexual Contact

Adults should clearly understand the need to maintain appropriate boundaries in their contacts with children and young people. Intimate or sexual relationships between children/young people and the adults who work with them will be regarded as a grave breach of trust. Allowing or encouraging a relationship to develop in a way which might lead to a sexual relationship is also unacceptable.

Any sexual activity between an adult and the child or young person with whom they work may be regarded as a potential criminal offence and will always be a matter for disciplinary action.

In many Countries children and young people are protected by specific legal provisions regardless of whether the child or young person consents or not. The sexual activity referred to does not just involve physical contact including penetrative and non-penetrative acts. It may also include non-contact activities, such as causing children to engage in or watch sexual activity or the production of pornographic material. Sexual abuse is defined as "forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening".

There are occasions when adults embark on a course of behaviour known as 'grooming' where the sole purpose is to gain the trust of a child, and manipulate that relationship so

sexual abuse can take place. Adults should be aware that consistently conferring inappropriate special attention and favour upon a child might be construed as being part of a 'grooming' process and as such will give rise to concerns about their behaviour.

This means that adults should not:

- Have sexual relationships with children and young people.
- Have any form of communication with a child or young person which could be interpreted as sexually suggestive or provocative i.e. verbal comments, letters, notes, electronic mail, phone calls, texts, physical contact.
- Make sexual remarks to, or about, a child/young person.
- Discuss their own sexual relationships with or in the presence of children or young people.
- Ensure that their relationships with children and young people clearly take place within the boundaries of a respectful professional relationship.
- Take care that their language or conduct does not give rise to comment or speculation. Attitudes, demeanour and language all require care and thought, particularly when members of staff are dealing with adolescent boys and girls.

## 15. Physical Contact

Many jobs within the children's workforce require physical contact with children as part of their role. There are also occasions when it is entirely appropriate for other adults to have some physical contact with the child or young person with whom they are working. However, it is crucial that in all circumstances, adults should only touch children in ways which are appropriate to their professional or agreed role and responsibilities.

Not all children and young people feel comfortable about physical contact, and adults should not make the assumption that it is acceptable practice to use touch as a means of communication. In the main permission should be sought from a child or young person before physical contact is made. Where the child is very young, there should be a discussion with the parent or carer about what physical contact is acceptable and/or necessary. It is recognised that agreeing with parents or seeking a child's permission may not on occasions be possible, i.e when child is very upset but in these circumstances it would be an expectation that staff communicate with the parents to explain that the child was upset and comforted.

When physical contact is made with a child this should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background

It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one child in one set of circumstances may be inappropriate in another, or with a different child. Adults, nevertheless, should use their professional judgement at all times, observe and take note of the child's reaction or feelings and — so far as is possible -use a level of contact and/or form of communication which is acceptable to the child for the minimum time necessary.

Physical contact which occurs regularly with an individual child or young person is likely to raise questions unless there is explicit agreement on the need for, and nature of, that

contact. This would then be part of a formally agreed plan or within the parameters of established, agreed protocols on physical contact e.g. sport activities or medical procedures. Any such arrangements should be understood by all concerned, justified in terms of the child's needs, consistently applied and open to scrutiny.

Physical contact should never be secretive, or for the gratification of the adult, or represent a misuse of authority. If an adult believes that their action could be misinterpreted, or if an action is observed by another as being inappropriate or possibly abusive, the incident and circumstances should be reported to the senior manager and an appropriate record made.

Where a child seeks or initiates inappropriate physical contact with an adult, the situation should be handled sensitively and care taken to ensure that contact is not exploited in any way. Careful consideration must be given to the needs of the child and advice and support given to the adult concerned. Parents may need to be consulted.

It is recognised that some children who have experienced abuse may seek inappropriate physical contact. Adults should be particularly aware of this when it is known that a child has suffered previous abuse or neglect. In the child's view, physical contact might be associated with such experiences and lead to some actions being misinterpreted. In all circumstances where a child or young person initiates inappropriate physical contact, it is the responsibility of the adult to sensitively deter the child and help them understand the importance of personal boundaries. Such circumstances must always be reported and discussed with a senior manager or Designated Safeguarding Lead and the parent/carer.

This means that adults should:

- Be aware that even well intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described.
- Never touch a child in a way which may be considered indecent.
- Always be prepared to report and explain actions and accept that all physical contact be open to scrutiny.
- Not indulge in "horseplay".
- Always encourage children, where possible, to undertake self-care tasks independently.
- Work within Health and Safety expectations.
- Be aware of cultural or religious views about touching and always be sensitive to issues of gender.
- Understand that physical contact in some circumstances can be easily misinterpreted.

This means that Schools should:

- Ensure they have a system in place for recording incidents and the means by which information about incidents and outcomes can be easily accessed by senior management.
- Make adults aware of relevant guidance in respect of physical contact with children and meeting medical needs of children and young people where appropriate.
- Be explicit about what physical contact is appropriate for adults working in their setting.

## 16. other Activities that require Physical Contact

Adults who work in certain settings, for example sports, drama or outdoor activities will have to initiate some physical contact with children, for example to demonstrate technique in the use of a particular piece of equipment, adjust posture, or perhaps to support a child so they can perform an activity safely or prevent injury. Such activities should be carried out in accordance with existing regulations and best practice.

Physical contact should take place only when it is necessary in relation to a particular activity. It should take place in a safe and open environment i.e. one easily observed by others and last for the minimum time necessary. This should ideally be undertaken with the permission of the child/young person. Contact should be relevant to their age or understanding and adults should remain sensitive to any discomfort expressed verbally or non-verbally by the child.

Guidance and protocols around safe and appropriate physical contact are provided by specific organisations, for example sports governing bodies or major arts organisations, where these exist they should be applied consistently.

Any incidents of physical contact that cause concern or fall outside of these protocols and guidance should be reported to the senior manager.

It is good practice if all parties clearly understand at the outset, what physical contact is necessary and appropriate in undertaking specific activities. Keeping parents/carers, children and young people informed of the extent and nature of any physical contact may also prevent allegations of misconduct or abuse arising.

This means that adults should:

- Treat children with dignity and respect and avoid contact with intimate parts of the body.
- Always explain to a child the reason why contact is necessary and what form that contact will take.
- Seek consent of parents where a child or young person is unable to do so because of a disability.
- Consider alternatives, where it is anticipated that a child might misinterpret any such contact.
- Be familiar with and follow recommended guidance and protocols.
- Conduct activities where they can be seen by others.
- Be aware of gender, cultural or religious issues that may need to be considered prior to initiating physical contact

This means that Nord Anglia Education and our schools should:

- Have up-to-date guidance and protocols on appropriate physical contact in place that promote safe practice and include clear expectations of behaviour and conduct.
- Ensure that staff are made aware of this guidance and that safe practice is continually promoted through supervision and training

## 17. Behaviour Management

All children and young people have a right to be treated with respect and dignity even in those circumstances where they display difficult or challenging behaviour.

Adults should not use any form of degrading treatment to punish a child. The use of sarcasm, demeaning or insensitive comments towards children and young people is not acceptable in any situation. Any sanctions or rewards used should be part of a behaviour management policy which is widely publicised and regularly reviewed.

The use of corporal punishment is not acceptable and whilst there may be a legal defence for parents who physically chastise their children, this does not extend, in the main, to those adults who work with or on behalf of children and young people.

Where children display difficult or challenging behaviour, adults must follow the behaviour policy outlined by their school, and use strategies appropriate to the circumstance and situation. The use of physical intervention can only be justified in exceptional circumstances and must be used as a last resort when other behaviour management strategies have failed.

Where a child has specific needs in respect of particularly challenging behaviour, a positive handling plan may be drawn up and agreed by all parties. Only in these circumstances should an adult deviate from the behaviour management policy of the school.

This means that adults should:

- Not use force as a form of punishment.
- Try to defuse situations before they escalate.
- Inform parents of any behaviour management techniques used.
- Adhere to the organisation's behaviour management policy.
- Be mindful of factors which may impact upon a child or young person e.g. bullying, abuse and where necessary take appropriate action.

This means that schools should:

- Have in place appropriate behaviour management policies.
- Where appropriate, develop positive handling plans in respect of an individual child or young person.

## 18. Use of Control and Physical Intervention

There are circumstances in which adults working with children displaying extreme behaviours can legitimately intervene by using either non-restrictive or restrictive physical interventions. This is a complex area and adults and schools should have regard to existing guidance, legislation, policy and practice in this area.

The use of physical intervention should, wherever possible, be avoided. It should only be used to manage a child or young person's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property or in what would reasonably be regarded as exceptional circumstances. When physical

intervention is used it should be undertaken in such a way that maintains the safety and dignity of all concerned

The scale and nature of any physical intervention must be proportionate to both the behaviour of the individual to be controlled and the nature of the harm they may cause. The minimum necessary force should be used and the techniques deployed in line with recommended policy and practice i.e not specifically involving pain compliance.

Under no circumstances should physical force or intervention be used as a form of punishment. The duty of care which applies to all adults working with children and young people requires that reasonable measures are taken to prevent children being harmed. The use of unwarranted physical force could potentially constitute a criminal offence in some countries.

With children where restrictive physical interventions may need to be employed regularly, i.e. where adults are working with children with extreme behaviours associated with learning disability or autistic spectrum disorders, schools should have a policy on the use of such intervention, as part of a wider behaviour management policy.

Individual care/behaviour plans, drawn up in consultation with parents/carers and where appropriate, the child, should set out the strategies and techniques to be used and those which should be avoided. Risk assessments should be carried out where it is foreseeable that restrictive physical intervention may be required.

In all cases where physical intervention is employed the incident and subsequent actions should be documented and reported. This should include written and signed accounts of all those involved, including the child or young person. The parents/carers should be informed the same day.

This means that adults should:

- Adhere to the school's physical intervention policy/behaviour management policy.
- Always seek to defuse situations.
- Always use minimum force for the shortest period necessary.
- Record and report as soon as possible after the event any incident where physical intervention has been used.

This means that schools should:

- Have a policy on the use of physical intervention or a behaviour management policy that specifies that physical force may be used and when it may be appropriate to use physical intervention.
- Ensure that an effective recording system is in place which allows for incidents to be tracked and monitored.
- Ensure adults are familiar with the above.

## 19. Children and Young People in Distress

For all adults working with children and young people there will be occasions when a distressed child needs comfort and reassurance and this may involve physical contact. Young children, in particular, may need immediate physical comfort, for example after a fall, separation from parent etc. Adults should use their professional judgement to comfort or reassure a child in an age-appropriate way whilst maintaining clear professional boundaries.

Where an adult has a particular concern about the need to provide this type of care and reassurance, or is concerned that an action may be misinterpreted, this should be reported and discussed with a senior manager and parents/carers

This means the adult should:

- Consider the way in which they offer comfort and reassurance to a distressed child and do it in an age-appropriate way.
- Be circumspect in offering reassurance in one to one situations, but always record such actions in these circumstances.
- Follow professional guidance or code of practice where available.
- Never touch a child in a way which may be considered indecent.
- Record and report situations which may give rise to concern from either party.
- Not assume that all children seek physical comfort if they are distressed

## 20. Intimate Care

Some responsibilities necessitate intimate physical contact with children on a regular basis, for example assisting young children with toileting, providing intimate care for children with disabilities or in the provision of medical care. The nature, circumstances and context of such contact should comply with professional codes of practice or guidance and/or be part of a formally agreed plan, which is regularly reviewed. The additional vulnerabilities that may arise from a physical or learning disability should be taken into account and be recorded as part of an agreed care plan. The emotional responses of any child to intimate care should be carefully and sensitively observed, and where necessary, any concerns passed to senior managers and/or parents/carers.

All children have a right to safety, privacy and dignity when contact of a physical or intimate nature is required and depending on their abilities, age and maturity should be encouraged to act as independently as possible.

The views of the child should be actively sought, wherever possible, when drawing up and reviewing formal arrangements. As with all individual arrangements for intimate care needs, agreements between the child, parents/carers and the organisation must be negotiated and recorded.

This means that adults should:

- Adhere to the school's intimate care guidelines or professional/expert advice where appropriate.

- Make other staff aware of the task being undertaken.
- Explain to the child what is happening.
- Consult with senior managers and parents/carers where any variation from agreed procedure/care plan is necessary.
- Record the justification for any variations to the agreed procedure.
- Agree a procedure/care plan and share this information with parents.
- Ensure that any changes to the agreed care plan are discussed, agreed and recorded.

## 21. Personal Care

Young people are entitled to respect and privacy at all times and especially when in a state of undress, changing clothes, bathing or undertaking any form of personal care. There are occasions where there will be a need for an appropriate level of supervision in order to safeguard young people and/or satisfy health and safety considerations. This supervision should be appropriate to the needs and age of the young people concerned and sensitive to the potential for embarrassment.

Adults need to be vigilant about their own behaviour, ensure they follow agreed guidelines and be mindful of the needs of the children and young people with whom they work.

This means that adults should:

- Avoid any physical contact when children are in a state of undress.
- Avoid any visually intrusive behaviour.
- Where there are changing rooms announce their intention of entering.

This means that adults should not:

- Change in the same place as children.
- Shower or bathe with children.
- Assist with any personal care task which a child or young person can undertake by themselves

## 22. First Aid and Administration of Medication

It is expected that at least some adults working in a school will be aware of basic first aid techniques. Whilst adults may volunteer to undertake such tasks, they should still be suitably trained and qualified before administering first aid and/or any agreed medication.

When administering first aid, wherever possible, adults should ensure that another adult is aware of the action being taken. Parents should always be informed when first aid has been administered.

In circumstances where children need medication regularly a health care plan should have been established to ensure the safety and protection of children and the adults who are working with them.

Depending upon the age and understanding of the child, they should where appropriate, be encouraged to self-administer medication or treatment including, for example any ointment, use of inhalers.

This means that Schools should:

- Ensure staff understand the extent and limitations of their role in applying basic care and hygiene tasks for minor abrasions and understand where an injury requires more experienced intervention.
- Ideally ensure there are trained and named individuals to undertake first aid responsibilities.
- Always ensure that arrangements are in place to obtain parental consent for the administration of first aid or medication.

This means that adults should:

- Adhere to the school's policy for administering first aid or medication.
- Comply with the necessary reporting requirements.
- Make other adults aware of the task being undertaken.
- Explain to the child what is happening.
- Always act and be seen to act in the child's best interests.
- Report and record any administration of first aid or medication.
- Have regard to any health plan which is in place.
- Always ensure that an appropriate health/risk assessment is undertaken prior to undertaking certain activities.

### 23. One to One Situations

It is not realistic to state that one to one situations should never take place. It is however, appropriate to state that where there is a need, agreed with a senior manager and/or parents/carers, for an adult to be alone with a child or young person, certain procedures and explicit safeguards must be in place. This also applies to those adults who work on behalf of Nord Anglia Education through partner agencies but who still have a duty of care to the child or young person because of the nature of their work.

Adults should be offered training and guidance for the use of any areas of the workplace which may place themselves or children in vulnerable situations. This would include those situations where adults work directly with children and young people in unsupervised or isolated areas within school.

One to one situations have the potential to make a child/young person more vulnerable to harm by those who seek to exploit their position of trust. Adults working in one to one settings with children and young people may also be more vulnerable to unjust or unfounded allegations being made against them. Both possibilities should be recognised so that when one to one situations are unavoidable, reasonable and sensible precautions are taken. Every attempt should be made to ensure the safety and security of children and young people and the adults who work with them.

There are occasions where senior managers will need to undertake a risk assessment in relation to the specific nature and implications of one to one work. These assessments should take into account the individual needs of the child/young person and the individual worker and any arrangements should be reviewed on a regular basis.

Meetings with children and young people outside agreed working arrangements should not take place without the agreement of senior managers and parents or carers.

This means that adults should:

- Ensure that when lone working is an integral part of their role, full and appropriate risk assessments have been conducted and agreed.
- Avoid meetings with a child or young person in remote, secluded areas.
- Always inform other colleagues and/or parents/carers about the contact(s) beforehand, assessing the need to have them present or close by.
- Try to avoid use of 'engaged' or equivalent signs wherever possible. Such signs may create an opportunity for secrecy or the interpretation of secrecy.
- Always report any situation where a child becomes distressed or angry to a senior colleague.
- Carefully consider the needs and circumstances of the child/children when in one to one situations.

#### 24. Home Visits

There may be occasions when it is necessary for a member of staff to undertake a visit to a child's home address.

Ideally a risk assessment should include an evaluation of any known factors regarding the child/young person, parents and others living in the household. Risk factors such as hostility, child protection concerns, complaints or grievances which can make adults more vulnerable to an allegation. Specific consideration should be given to visits outside of 'office hours' or in remote or secluded locations.

Following an assessment, appropriate risk management measures should be in place before visits are agreed. Where little or no information is available, visits should not be made alone. There will be occasions where risk assessments are not possible or not available, e.g. when emergency services are used. In these circumstances, a record must always be made of the circumstances and outcome of the home visit. Such records must always be available for scrutiny.

Under no circumstances should an adult visit a child in their home outside agreed work arrangements or invite an unaccompanied child to their own home or that of a family member, colleague or friend. If in an emergency, such a one-off arrangement is required, the adult must have a prior discussion with a senior manager and the parents or carers and a clear justification.

This means that adults should:

- Agree the purpose for any home visit with senior management.
- Adhere to agreed risk management strategies.
- Always make detailed records including times of arrival and departure and work undertaken.
- Ensure any behaviour or situation which gives rise to concern is discussed with their manager and, where appropriate action is taken.

This means that school should:

- Ensure that all visits are justified and recorded.
- Ensure that adults are not exposed to unacceptable risk.
- Ensure that adults have access to a mobile telephone and an emergency contact person.

## 25. Transporting Children and Young People

There will be occasions when adults are expected or asked to transport children as part of their duties. Adults, who are expected to use their own vehicles for transporting children should ensure that the vehicle is roadworthy, appropriately insured and that the maximum capacity is not exceeded.

It is a requirement that all passengers should wear seat belts where fitted and it is the responsibility of the staff member to ensure that this requirement is met. Where adults transport children in a vehicle which requires a specialist license/insurance e.g. in the UK this would be PCV or LGV - staff should ensure that they have an appropriate licence and insurance to drive such a vehicle.

It is inappropriate for adults to offer lifts to a child or young person outside their normal working duties, unless this has been brought to the attention of the line manager and has been agreed with the parents/carers.

There may be occasions where the child or young person requires transport in an emergency situation or where not to give a lift may place a child at risk. Such circumstances must always be recorded and reported to a senior manager and parents/carers.

This means that schools:

- Should have an appropriate policy transporting children and young people.

This means that adults should:

- Ensure they are fit to drive and free from any drugs, alcohol or medicine which is likely to impair judgment and/ or ability to drive.
- Be aware that the safety and welfare of the child is their responsibility until they are safely passed over to a parent/carer.
- Record details of the journey in accordance with agreed procedures.
- Ensure that their behaviour is appropriate at all times.
- Ensure that there are proper arrangements in place to ensure vehicle, passenger and driver safety. This includes having proper and appropriate insurance for the type of vehicle being driven.
- Ensure that any impromptu or emergency arrangements of lifts are recorded and can be justified if questioned.

## 26. Trips and Outings

Adults should take particular care when supervising children and young people on trips and outings, where the setting is less formal than school. Adults remain in a position of trust and need to ensure that their behaviour remains professional at all times and stays within clearly defined professional boundaries.

Where activities include overnight stays, careful consideration needs to be given to sleeping arrangements. Children, young people, adults and parents should be informed of these prior to the start of the trip. In all circumstances, those organising trips and outings must pay careful attention to ensuring safe staff/child ratios and to the gender mix of staff especially on overnight stays.

Health and Safety arrangements require members of staff to keep colleagues/employers aware of their whereabouts, especially when involved in activities outside the usual workplace.

This means that adults should:

- Always have another adult present in out of workplace activities, unless otherwise agreed with a senior manager.
- Undertake risk assessments in line with their Nord Anglia Educations' policy where applicable.
- Have parental consent to the activity.
- Ensure that their behaviour remains professional at all times (see section 7).
- Never share beds or bedrooms with a child/children or young people.

## 27. Photography and Videos

Working with children and young people may involve the taking or recording of images. Any such work should take place with due regard to the local law and the need to safeguard the privacy, dignity, safety and wellbeing of children and young people.

Careful consideration should be given as to how activities involving the taking of images are organised and undertaken. Care should be taken to ensure that all parties understand the implications of the image being taken especially if it is to be used for any publicity purposes or published in the media, or on the Internet. There also needs to be an agreement as to whether the images will be destroyed or retained for further use, where these will be stored and who will have access to them.

Adults need to remain sensitive to any children who appear uncomfortable, for whatever reason, and should recognise the potential for such activities to raise concerns or lead to misunderstandings.

It is not appropriate for adults to take or store photographs of children for their personal use or on their personal equipment.

This means that adults should:

- Be clear about the purpose of the activity and about what will happen to the images when the activity is concluded.
- Be able to justify images of children in their possession.
- Avoid making images in one to one situations or which show a single child with no surrounding context.
- Ensure the child/young person understands why the images are being taken and has agreed to the activity and that they are appropriately dressed.
- Only use equipment provided or authorised by the organisation to take images of children.

- Report any concerns about any inappropriate or intrusive photographs found.
- Always ensure they have parental permission to take and/or display photographs

This means that adults should not:

- Display or distribute images of children unless they have consent to do so from parents/carers.
- Use images which may cause distress.
- Use mobile personal telephones/tablets to take images of children.
- Take images in 'secret', or taking images in situations that may be construed as being secretive.

## 28. Access to Inappropriate Images and Internet Usage

There are no circumstances that will justify adults possessing indecent images of children. Adults who access and possess links to such websites will be viewed as a significant and potential threat to children. Accessing, making and storing indecent images of children on the internet is illegal irrespective of what country they are in. This will potentially lead to criminal investigation and the potential for an individual being barred from working with children.

Adults should not use equipment belonging to their organisation to access adult pornography; neither should personal equipment containing these images or links to them be brought into the workplace. This will raise serious concerns about the suitability of the adult to continue to work with children.

Adults should ensure that children and young people are not exposed to any inappropriate images or web links. Organisations and adults need to ensure that internet equipment used by children has the appropriate controls with regards to access. e.g. personal passwords should be kept confidential.

Where indecent images of children or other unsuitable material are found, the Schools Designated Safeguarding Lead/Principal and/or police should be immediately informed. Adults should not attempt to investigate the matter or evaluate the material themselves, as this may lead to evidence being contaminated.

This means that schools should:

- Have clear e-safety/acceptable user policies in place about access to and use of the internet.
- Make guidance available to both adults and children and young people about appropriate usage.

This means that adults should:

- Follow their organisation's guidance on the use of IT equipment.
- Ensure that children are not exposed to unsuitable material on the internet.
- Ensure that any films or material shown to children and young people are age appropriate

## 29. Whistle blowing

Whistle blowing is the mechanism by which adults can voice their concerns, made in good faith, without fear of repercussion. Nord Anglia Education has its own Whistle blowing policy that complies with these requirements. Adults who use whistleblowing procedures should be made aware that their employment rights are protected so long as the concern being raised is in good faith.

Adults should acknowledge their individual responsibilities to bring matters of concern to the attention of senior management and/or relevant external agencies. This is particularly important where the welfare of children may be at risk.

This means that Nord Anglia Education has:

- An appropriate whistle-blowing policy in place.
- Clear procedures for dealing with allegations against staff.

This means that adults should:

- Report any behaviour by colleagues that raises concern regardless of source.

## 30. Sharing Concerns and Recording Incidents

Individuals should be aware of their organisation's child protection procedures, including procedures for dealing with allegations against adults. All allegations must be taken seriously and properly investigated in accordance with procedures and guidance.

In the event of any allegation being made, to someone other than a manager, information should be clearly and promptly recorded and reported to a senior manager without delay.

Adults should always feel able to discuss with their line manager any difficulties or problems that may affect their relationship with children and young people so that appropriate support can be provided or action can be taken. It is essential that accurate and comprehensive records are maintained wherever concerns are raised about the conduct or actions of adults working with or on behalf of children and young people.

This means that adults:

- Should be familiar with their school's system for recording concerns.
- Should take responsibility for recording any incident, and passing on that information where they have concerns about any matter pertaining to the welfare of an individual in the workplace.

This means that schools:

- Should have an effective, transparent and accessible system for recording and managing concerns raised by any individual in the workplace.

### 31. Teachers Standards

A teacher is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout a teacher's career. Schools should expect the same standards of behaviour for all staff who represent the school irrespective of role.

Teachers/staff uphold public trust in the profession and school and maintain high standards of ethics and behaviour, within and outside school, by:

- Treating pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a teacher's professional position.
- Having regard for the need to safeguarding pupil's well-being.
- Showing tolerance of and respect for the rights of others.
- Not undermining the rule of law, mutual respect, and tolerance of those with different faiths and beliefs.
- Ensuring that personal beliefs are not expressed in ways which exploit pupil's vulnerability or might lead them to break the law.

Teachers/staff must have proper professional regard for the ethos, policies and practices of the school in which they teach, and maintain high standards in their own attendance and punctuality.

Teachers/staff must have an understanding of, and always act within, the frameworks which set out their professional duties and responsibilities.

This should include expressing radical or extremist views.

This means that Nord Anglia and all our schools should:

- Ensure that the Induction, performance management and recruitment policies reflect the expectation that extremist or radical views will not be tolerated.

This means that adults should:

- Be aware that behaviour or communication either electronic or other communication which incites extremist or violent behaviour, whether expressed inside or outside school, will be reported and could lead to disciplinary action