

THE
GLOBE
ENGLISH
CENTRE

**SAFEGUARDING
& WELFARE
HANDBOOK**

2019

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MISSION STATEMENT

We aim to provide a safe and nurturing environment where all students are respected and valued and where they can learn and grow to enable the best outcomes.

We promote mutual respect, acceptance and tolerance of each other, regardless of age, gender, ability, culture, race, language, religious belief or sexual identity. All students have the right to protection and to participate in the school's activities in a safe environment.

We believe in equality, democracy and the freedom to voice our opinions. However, with freedom comes responsibility; free speech that is designed to manipulate or harm goes against our moral principles.

GLOBE CODE OF CONDUCT

The following is not only for the protection of children but for your protection too. The Globe code of conduct applies to all staff, paid and voluntary, as well as group leaders and homestays.

- Staff must behave appropriately to each other and to students and clients.
- Staff must ensure the health, safety, welfare and well-being of all students at all times.

- Staff must be vigilant of all issues surrounding safeguarding and prevention of radicalisation.
- Staff must be prepared to act if needed in issues of safeguarding and preventing radicalisation.
- All issues of safeguarding and radicalisation will be logged by the designated child protection officer.

- Staff should dress appropriately at all times - low cut tops/shirts, short skirts are not acceptable.
- Staff should use language appropriately at all times - swearing, excessive shouting, sexual innuendo, comments based on race / appearance / sexual orientation / gender are not acceptable.

- Staff should avoid physical contact with students - if needed a sideways hug is the most appropriate.
- Restraint and constraint should only to be used if a student is in serious danger.
- If students are fighting, staff should step between the fighters rather than resorting to physical restraint.
- Physical contact is only acceptable if it is in the interests of the safety of the child.

- Staff must take note of any medical conditions, allergies or behavioural issues of students.
- Staff must take note of rules regarding first aid as in staff handbooks.
- All first aid incidents should, where possible, be reported to and dealt with by a qualified first aider.
- All first aid incidents must be logged.

- Any issues or concerns regarding homestay providers or other members of staff should be reported to the accommodation officer or a welfare officer immediately.
- Homestay providers must be informed of any allergies or medical conditions of students.
- Homestay providers must be informed of any behavioural issues of students.
- Homestay providers must be informed of Globe rules / curfews.

- Any materials used in the classroom or on activities must be appropriate to the age and level of students.
- Any activities or workshops must be appropriate to the age and level of students.
- Staff must be aware of and warn students of the dangers of submitting personal details on social networking sites.
- Anyone teaching 1-1s in Juniors must do so in a classroom near others and with doors open.

- Personal details of staff must not be given to students.
- If a student asks for a teacher's contact details, pass on the message but do not give any information.
- If you are required to transport a student in your car, always have students in the back of the car.
- Let others know who you are taking and where.

- Any consumption of Alcohol by under 18s is not permitted.
- Any use of illegal drugs is clearly prohibited.
- Only 18 year olds can buy cigarettes although 16 year olds may smoke.
- Any suspected misuse of any substance must be reported to the Welfare or Child Protection Officer.

- Under no circumstances should staff buy junior students alcohol or cigarettes regardless of their age.
- Under no circumstances should staff buy adult students aged under 18 alcohol or cigarettes.

- Staff should always use staff toilets (ground floor junior school) or those located in the adult school.
- Staff should maintain a professional relationship with all clients at all times and should not arrange to meet students outside of the school programme.

- Staff must NOT accept students (under 18s) as friends on social networking sites.
- Any contact can be made publicly on the Globe English Centre Facebook page.
- You are advised not to give personal details (e.g. phone numbers) to students (under 18s).
- Staff must not make comments that can be misunderstood or misconstrued as derogatory in any way about Globe staff, students and activities, past or present on an open forum such as Facebook or Twitter.
- Staff must not post pictures of any under 18s on their social media pages.

DRUG & ALCOHOL MISUSE

Please note that any excess consumption of alcohol or misuse of drugs by host families or staff whilst caring for students is NOT ACCEPTABLE.

EMERGENCY ACTION PLANS

In the event of a major incident eg fire, accident, bomb threat, the Globe emergency action plan will come into effect.

- do your best to ensure the safety of the students where possible
- call 999 as appropriate
- call Globe emergency number and take advice

NB

- We advise students on day 1 to store the Globe emergency number in their phones under ICE

Emergency Numbers:

07813 818516

07813 817811

HEALTH AND SAFETY POLICY

The Globe aims to provide a safe and nurturing environment where all staff and students can work and study in appropriate surroundings with all measures taken to ensure their health and safety. The Globe has a nominated Health and Safety officer (Anton Borgen Davis) to ensure our health and safety measures are met and to ensure they are reviewed and updated on a regular basis.

Undertakings

General

- Ensure there is a clear staff code of conduct drawn up for the health and safety of all.
- Ensure the building and grounds are secure and to minimise the risk of intruders that may threaten the safety of all those at the Globe.

Fire

- Ensure that Fire regulations are met and all equipment is up to date and in good working order.
- Ensure that staff are trained in emergency procedures including evacuation in the case of fire, dealing with accidents, ill health etc.
- Ensure that there are adequate members of staff with First Aid training.

Environment

- Ensure staff and students have a clean, safe environment to work in, including maintenance of equipment and machinery, and safe storage and use of substances (eg cleaning materials, paints etc).
- Ensure that all measures have been taken to prevent accidents in the workplace
- Ensure all measures have been taken to minimise work-related ill health and to provide advice on occupational health.
- To consult with and advise employees on matters relating to day-to-day health and safety.

Health

- Do everything possible to minimise health and safety risks arising from work activities.
- Ensure that risk assessments for activities both in and outside the school are both up to date and personalised to the needs of the Globe.
- Provide adequate training to ensure employees are competent and able to do their work.
- Provide adequate staff to supervise students on their leisure programme.
- Ensure that all staff are aware of issues regarding the safeguarding and care of young learners.

Behaviour

- Ensure that staff and students are treated equally and with respect.
- Ensure that there is a clear policy on dealing with abusive behaviour in place and ensure that all staff are aware of this.
- Ensure that any matters relating to possible abuse or discipline are treated seriously and followed up and appropriate action taken where necessary.

Steps Taken to Meet Undertakings

General

- The Globe undertakes to take all measures possible to ensure the safety and well-being of staff, students and all visitors to the Globe.
- All staff handbooks contain staff code of conduct, which is highlighted to new staff at induction.
- We operate a key pad system for entry to all buildings - we change the code on a regular basis to minimise risks of unwanted personnel accessing it. **Only** staff, students and group leaders have the code.
- Caretakers and staff patrol the grounds at break times to ensure young learners are safe.
- All visitors must report to and sign in / out at Reception on arrival at the Globe.
- Gates are locked at the end of the day / evenings / weekends to ensure no one tries to enter the grounds or premises.

Fire

- Fire alarms are tested once a week by the caretakers.
- Fire Drills are held monthly and often more frequently in the Junior School.
- Fire extinguishers are checked yearly by external inspectors.
- The Globe has put in place a fire risk assessment form for the school.
- The Globe provides clear notices in all classrooms and hallways with written instructions on what to do in the event of a fire.
- The Globe has assigned senior staff to be responsible for the evacuation of buildings 31 (Anton Borgen-Davis and Cathy Sharpe) and 33 (Chrissi Florides and Paul Carr) St Davids Hill as they are located on the premises permanently. 22 St Davids Hill is only used periodically. When in use a senior member of staff will always be present and they will be specifically allocated responsibility for overseeing the evacuation.

First Aid

- The Globe organises and pays for first aid training every 3 years for up to 12 members of staff.
- The Globe ensures that at least 1 member of staff from admin, the adult school & the junior school attends the training.
- The Globe ensures that an adequate number of staff on Junior activities are first aid trained.
- There is a nominated first aider (Paul Carr) responsible for checking first aid boxes are in place and for maintaining supplies.
- First aid stations are in the Adult School in Reception and in the Junior School in the staff room.
- The Globe provides travel first aid kits for use on activities.
- The Globe ensures there are adequate notices to show who the qualified first aiders are.
- **All new students are given clear verbal information on day 1 on what to do in the event of fire, ill health or accident - this information is repeated in student handbooks.**

Environment

- The Globe has a risk assessment for the school premises available to staff.
- Flexes, cables etc have all been tidied away to minimise risk of tripping.
- The school is cleaned on a daily basis.
- Toilets and wash rooms are checked throughout the day.
- Equipment is checked on a regular basis.
- All cleaning materials are kept in the caretakers' cupboard, secured by a key pad - only caretakers and management have access to the code.
- The Globe will provide adequate protection for caretakers using possible harmful substances.

- All office materials (board cleaner fluid, glue, tippex etc) are kept in the Account Manager's office which is locked unless she is the office.
- Only admin staff and management have access to the key to the Account Manager's office.
- All craft materials (paints, glue etc) are kept in a designated room in the Junior School.
- Use of craft supplies are monitored and overseen by the Junior ADOS.
- The school is continually re-decorated on rotation.
- The gardens are maintained weekly.
- Broken furniture is replaced immediately.
- Banisters are checked regularly to ensure they are in good working order.
- In bad weather and during cleaning, wet floor signs are put in place.

Health

- The Globe provides appropriate chairs for those working at desks for any length of time to minimise backache etc.
- The Globe encourages staff to take regular breaks away from computers to minimise eyestrain
- The Globe does risk assessments for activities both in and outside the school.
- The Globe regularly reviews and updates risk assessments to ensure they are both up to date and personalised to the needs of the Globe.
- All new staff are given training at induction to ensure they know what is expected and what they should be doing.
- In addition, teachers and activity leaders in the Junior School attend a yearly workshop at the start of Summer to go over procedures for the care of juniors & emergency procedures
- The Health and Safety officer is available at all times to all staff to deal with and advise on any issues / problems that may arise.
- The Globe provides adequate staff on all activities (1-15 on Discovery; 1-8 on Explorers).
- There is clear information on safeguarding young learners in all staff handbooks.
- The Globe will pay for staff to attend safeguarding training to review and update their knowledge

Welfare

- The Globe has 7 Welfare Officers and 3 Designated Safeguarding leads (DSLs)
- The Welfare Officers are:
- Paul Carr, Caitlin Dawson, Francesca Potts, Cathy Sharpe, Phil Mitchell, Julie Marriott & Debbie Hooper.
- The DSLs are: Anton Borgen Davis, Chrissi Florides & Paul Carr.

Behaviour

- The Globe operates an equal opportunity policy which means that we will not discriminate against any member of staff or student on the grounds of gender, race, creed, colour, nationality or sexual orientation.
- The Globe has a clear policy of dealing with abusive behaviour - highlighted to new staff at induction
- The Globe has a clear disciplinary procedure, for staff and students (in handbooks) - highlighted to new staff at induction and told to all students on Day 1 of their course.
- Group leaders are informed in advance of our policy on abusive behaviour and our disciplinary procedures.
- Group leaders and host families are given copies of our safeguarding policies.

RECRUITMENT POLICY

Accommodation

Types of Accommodation

The Globe offers 3 main types of accommodation:

Homestay

We have many different types of homestay including working families, couples, single people and retired people. Many have been with us for many years and are chosen for the comfort of their home, their kindness and the quality of their welcome. Rooms are fully furnished and bed linen is provided. All families offer full board accommodation including breakfast, lunch and dinner (packed lunch on school days).

Student flats

We have a number of flats available for adult students aged 18 or over. If an adult student is under 18 and requests a shared flat, we need written permission from parents to allow this. Flats are close to the school and are fully furnished, with TV and internet access. Bed linen is provided.

Hotels / B&Bs

The Globe can recommend and book good, local hotels for students preferring this option.

Recruitment of Host families

The Globe operates a safer recruitment policy, ensuring all families are vetted and understand their role and responsibilities.

Recruitment process

An initial first visit takes place to assess their suitability as hosts, and the suitability and comfort of their home. Prospective families will be given information on what is required of a homestay including:

- Welcoming students from abroad
- Cultural issues
- Health issues
- Food
- Dealing with homesickness
- Safeguarding
- Curfews for under 18s
- What to do in case of emergency
- Typical problems that may arise

References will be taken and DBS / MASH checks will be done.

All referees are asked if they know of any reason why the applicant should not work with children.

Before becoming a host, homestays must have:

- 2 references
- A DBS check to ensure all adults in the household do not have a criminal record (The DBS check is renewable every 3 years).
- A valid gas safety certificate which must be renewed annually;
- A fire risk assessment of their home incl installation of smoke alarms;
- Safeguarding training – all families are asked to complete a basic online safeguarding course
- Awareness of Prevent

Homestays with previous convictions

If a DBS check brings up previous convictions, the Globe may still use the homestay if

- The offences are not related to children
- The offences are generally a long time ago
- The offences were explained by the applicant

- In some cases extra references will be taken

In the event of us using a homestay with previous convictions the Globe will do a risk assessment to show steps taken to minimise risks to students

Once a family has been accepted as a homestay they will:

- Receive our family handbook and safeguarding & welfare handbook detailing their responsibilities
- Be revisited at least once every 2 years
- Be asked to attend 1 meeting a year - to discuss general issues, responsibilities & safeguarding
- Be given the Globe emergency numbers - available to them 24/7 for any matters arising.

Placement of students in accommodation

The Globe aims to place students according to their needs and wishes, taking into consideration any health and dietary requirements as well as their cultural and religious background.

Students are placed with other students who do not speak the same first language unless requested otherwise by parents / group leaders. Where possible we try to place students of similar ages together. Adults are not placed with junior students unless requested (for example family members where siblings may be aged 16 and 19).

Junior students usually share a room with another student. We may place 3 students together if requested in writing by parents / group leaders. Adult students have their own room.

Staff – Recruitment policy

The Globe operates a safer recruitment policy to ensure that all staff members are DBS checked and understand their role and responsibilities. Qualifications are checked and gaps in CVs must be explained. All referees are asked if they know of any reason why applicants should not work with children.

Administration

2 references are taken and all staff must have a DBS check and complete basic safeguarding and Prevent courses online.

Academic

2 references are taken and all staff must have a DBS check and complete basic safeguarding and Prevent courses online. New teachers are required to do a morning's observation and attend an induction that covers safeguarding and welfare as well as academic processes. All new teachers are given a mentor to guide them. All mentors are long standing members of staff who are DBS checked.

In the event of a DBS check not clearing before the first day of work and work having been promised (as may be the case in peak times with teachers returning from abroad) the following steps are taken to minimise risks.

- Teachers will sign children's' act form
- Teachers will only teach group courses and in classrooms close to other teachers
- Teachers will not be given any one-to-one classes
- Teachers will only accompany students on their leisure programme with other teachers.

Staff with previous convictions

If a DBS check brings up previous convictions, the Globe may still employ them if

- The offences are not related to children
- The offences are generally a long time ago
- The offences were explained by the applicant
- The 2 references taken are good and give evidence of good character and conduct

In the event of us employing a member of staff with previous convictions the Globe will do a risk assessment to show steps taken to minimise risks to students.

WELFARE POLICY

Student welfare

All Globe staff have basic safeguarding training (level 1) and Prevent training
In addition we have 6 Welfare Officers and 3 Designated Safeguarding Leads.
Welfare Officers are trained to level 2 safeguarding
DSLs are trained to level 3 safeguarding

Welfare Officers

Adults: Cathy Sharpe; Phil Mitchell; Debbie Hooper;
Juniors: Paul Carr; Caitlin Dawson; Francesca Potts;
Accommodation: Julie Marriott

Designated Safeguarding Leads:

Anton Borgen Davis; Chrissi Florides; Paul Carr.

Designated Safeguarding Leads:

The DSLs have overall responsibility for safeguarding and welfare in the school including keeping records of any incidents. They provide advice and support and ensure policies are updated and implemented. They ensure safer recruitment practices are in place and ensure all staff is aware of policies and have sufficient training in safeguarding for their roles.

The senior DSL (Anton Borgen Davis) is responsible for liaising with local authorities / social services in any safeguarding / welfare issues.

Welfare Officers.

The welfare officers are responsible for student welfare and act as key contact persons for any students seeking pastoral support. They are identified to all students on day 1 and are available if a student wants to discuss any issues.

Teachers and admin staff can raise any concerns they have at weekly staff meetings so that help can be given in advance of it becoming a problem.

Juniors

Welfare officers check weekly on long stay students. There is also a more formal welfare meeting with the student as part of their monthly progress assessment.

For short stay students teachers monitor them in class and on activities and report any concerns.

Adults

There is a first week questionnaire to ensure students are happy and are settling in well.

Teachers monitor students and report any concerns. There is also a more formal welfare meeting with the student as part of their monthly tutorial and progress assessment. Particular attention is paid to 17 year olds in the adult school.

Key areas where students may need support

- Settling in issues – homesickness, integrating, making friends
- Attendance and lateness issues
- Learning issues – managing dyslexia / ADHD
- Medical issues – seeing a doctor / dentist / optician
- Mental health issues – depression / loneliness / continued homesickness
- Behavioural issues

- Student relationships
- Issues with drugs, smoking and alcohol
- Sexual health education / concerns
- Bullying
- E safety
- Homestay issues

Medical Issues

Students are asked to inform us of any medical conditions / allergies at the time of booking. All medical info is passed onto relevant staff and homestays.

Sick students

The Globe has a sick room for junior students.

Sick students who are under 14 must come to school if the homestay is not at home.

Sick students aged 14 + should in preference come to school if the homestay is not at home.

Students aged 14+ may on occasion stay home alone with homestay's permission.

Globe staff will call regularly to check on them.

If there is reason to believe any student is seriously unwell they will not be left unsupervised and will be taken to see a doctor.

If a student falls ill while at the Globe, we will arrange visits to a doctor or dentist as needed.

Any junior students, here without parents or group leaders will always be accompanied to appointments by a Globe member of staff - where possible this will be a Welfare officer / DSL.

Staff / homestays may on occasion be required to administer medication.

If a student under 16 needs prescription medicine, written permission will be sought from parents for us to administer the medication.

Where possible medicines will be administered by a welfare officer/DSL and a record kept.

All prescription medicines will be stored safely, away from other students.

In the case of a medical emergency all staff and homestays are advised to call 999 or take the student immediately to A & E where a member of the Globe welfare team will meet them.

All homestays / parents must inform us if a student is unwell and staying home.

We ask all adult students to inform us if they are unwell and not coming to school.

POLICY FOR SUPERVISION AND FREE TIME

Explorers (7-10 years old)

We only accept Explorers with a family member or group leader in the vicinity.

Explorers are supervised all the time and do not have unsupervised free time.

Homestays / parents / leaders accompany them to / from school.

Homestays / parents / leaders accompany them to / from all evening and weekend activities.

We operate a strict signing in / out sheet.

On weekdays we offer supervision before school (8.30-9) at breaks, lunchtimes & after school till 17.30.

On Saturdays there is no before / after school provision.

If we accept a 6 year old a parent / adult family member / group leader must accompany them on all activities.

Our staffing ratios for activities are 1-8 (as per English UK and Dept of Education guidelines for students on educational visits).

To minimise risks we ask all explorer parents / group leaders to attend a meeting on day 1 where we communicate important information.

All information is also in the explorer handbook given to all students on day 1.

All explorer parents / group leaders must provide us with a valid contact number which is stored in IQ so is accessible to all senior staff.

Programmes for parents / students / group leaders have the Globe emergency number.

Only the students' parents / group leader / homestay hosts can collect them from an activity.

If another parent is collecting a friend's child, we need to be told in advance and have written permission for them to do so.

Discovery (11-19 years old)

Students are free to walk to / from school.

They have free time at breaks and lunchtimes and may have some unsupervised free time on activities.

A register is taken at the start of every lesson and every activity.

Any absences are quickly reported and acted upon.

Our staffing ratios for activities are 1-15 (as per English UK and Dept of Education guidelines for students on educational visits).

We operate strict curfews for after school / evenings / weekends –

Homestay hosts are required to call the emergency number if a student is not home when expected.

Students are given important information on day 1 which is also in the student handbook.

Students are asked for their mobile number (if they have one) on day 1.

Numbers are stored in IQ so are accessible to all senior staff.

NB

All lessons are compulsory for all junior students unless they are with their parents.

Parents must inform us if they are taking them out of lessons.

Going home times for Discovery students

Age 11–13: Must be home by: 18.00 (October to May), 18.30 (June to September)

Families must drop off and collect them from ALL evening activities and from Saturday day trips that arrive back late (after 17.30 or after 18.30 June to late September).

Age 14-15: Must be home by 20.30 (October to May), 22.00 (June to late September)

Families must collect them from evening activities and day trips finishing after 20.00 (after 21.30 June to late September).

Age 16+ : must be home by 22.30 (October to May), 23.00 (June to late September)

Students can walk to and from an evening activity.

Adult students

Adults are free to go out in the evenings and at weekends.

They must return home at a time mutually convenient to homestay.

For 17 years olds accepted into the adult school, we require written permission from parents for them to be treated as adults but junior curfews are imposed.

We ask all adult students to provide us with their mobile phone number and details of next of kin in case of emergencies.

Group leaders

All agents / schools are asked to make sure that their teachers / group leaders have had the appropriate criminal checks for their country.

Weekly meetings with group leaders include information on welfare policy, safeguarding and Prevent.

In addition our safeguarding handbook is sent out in advance.

Overnight stays / holidays

Adults

If adult students go away (eg for a weekend or on holiday) we ask for departure / return times.

Juniors

Junior students are not allowed to stay overnight at another student's accommodation.

Occasionally unaccompanied juniors may want to visit a family friend / relative.

In this case we ask for

- Written permission from parents to do so
- Details of who they will be staying with (name address phone number)
- Travel details – how they are getting there, times, details of when they will return

We reserve the right to refuse such trips if we feel that arrangements put in place are not adequate and do not ensure the safety and welfare of the student.

Homestays

If a homestay is away for a night during a students' stay the student can only be left in the house if cared for by another vetted individual known to the Globe (eg a family member).

If this is not possible, the Globe will organise alternative accommodation with another homestay.

NB School groups

Some school groups prefer to set their own curfew - This is always earlier than our curfews.

Homestays are given details of curfews on the student programme.

Relationships

It is not our policy to prevent students from entering into romantic relationships with each other. However the Globe will monitor students and intervene if a relationship is considered inappropriate, unhealthy or harmful.

If it is perceived that a student may be sexually active, a member of the welfare team will discuss the situation with them to be sure that students are making an informed choice and not being pressurised into doing anything they do not want to do. Under 16s will be told that the age of consent in the UK is 16.

Cigarettes, drugs and alcohol

All junior students are told on day 1 that drugs are illegal.

All junior students are told on day 1 that they must be 18 to buy cigarettes or alcohol.

Alcohol will not be sold at any Globe event to juniors even if they are 18.

Smoking is discouraged - if juniors are seen smoking we advise them that it is illegal and unhealthy.

Security and Visitors

The Globe is committed to ensuring the safety of all students, staff and visitors to the school.

All staff has name badges to identify them as such to students, group leaders and parents.

Parents of students who are not studying and group leaders will be given a name tag to identify them.

All visitors to the school are asked to sign in and out at Reception.

They will be given a name tag to identify them as visitors and information on safety in the school.

Contractors / sub contractors

All people who have regular contact with under 18s at the Globe such as workshop leaders, activity providers and our recommended taxi drivers will have been DBS checked.

SAFEGUARDING AND CHILD PROTECTION POLICY

Child Protection Statement

The Globe recognises its moral and statutory responsibility to safeguard the welfare of all students and to maintain public trust in the teaching profession. We aim to provide a safe and nurturing environment where all students are respected and valued, and where they can learn and grow enabling all children to have the best outcomes. We are alert to signs of abuse and neglect and will follow procedures to ensure students receive appropriate support and protection. The Globe operates a safe recruitment policy. All staff with responsibility for or access to under 18s are required to undergo a DBS check. Designated staff (see below) receive regular training and safeguarding policies are updated annually in line with changing legislation. All staff must take a safeguarding level 1 course.

Policy Principles

- The safety and welfare of every student is paramount.
- All students, regardless of age, gender, ability, culture, race, language, religious belief or sexual identity have the right to protection and to participate in the school's activities in a safe environment.
- All staff members have an equal responsibility to act on any suspicion or disclosure that may suggest a student is at risk of harm.
- Any allegations of misconduct will be treated seriously and will be investigated in an appropriate manner.
- Students and staff involved in child protection issues will receive appropriate support.

Aims

- To provide all staff with the necessary information and training to meet our safeguarding and child protection responsibilities.
- To provide all students with clear information on how to stay safe and who to see if they have any issues.
- To do everything possible to protect students from harm, discrimination or abusive behaviour.
- To ensure consistent good practice.

Terminology

What is *Safeguarding*?

Safeguarding is an umbrella term for everything we do to keep children safe.

It affects all areas of school life – both in and out of school.

It is our responsibility to look out for and respond to suspected or alleged abuse.

It is defined as: protecting children from maltreatment; preventing impairment of children's health and development; ensuring children grow and learn with safe effective care; taking action to enable all children to have the best outcome.

What is *Child Protection*?

The processes undertaken to protect students who have been identified as suffering or at risk of suffering significant harm.

Students

Although safeguarding principles apply mostly to students who are under 18, we at the Globe undertake to protect all students in our care regardless of age.

Staff

All those working for or on behalf of the school in a paid or voluntary capacity.

What is good practice?

Treating all staff and students' with respect.

Encouraging positive, respectful and safe behaviour among students.

Encouraging positive, respectful and safe behaviour among staff.

Being alert to changes in a student's behaviour.

Being alert to safeguarding issues, such as abuse, bullying, physical contact, drug or alcohol misuse.

Being alert to the possibility of radicalisation.

Being alert to the possibility of social exclusion.

Maintaining appropriate standards of behaviour and interaction between staff and students.

Maintaining appropriate standards of conversation between staff and students and avoiding the use of derogatory or sexualised language.

Key Personnel

Designated Safeguarding Leads (DSLs)

Anton Borgen Davis

Chrissi Florides

Paul Carr

Their role is to manage referrals & keep detailed, accurate, secure written records of concerns and referrals, to undergo regular training and to raise awareness and ensure annual review of procedures

Welfare Officers – Adult school

Cathy Sharpe

Phil Mitchell

Debbie Hooper

Welfare Officers – Junior school

Paul Carr

Caitlin Dawson

Francesca Potts

Accommodation Officer

Julie Marriott

Their role is to act as key contact persons for any students seeking pastoral support.

Policy Implementation**Junior Students**

- Welfare and safety information for junior students is delivered via a video presentation on Day 1. Language is graded and understanding is checked with questions and examples.
- This information is also available in the students' handbook.
- This includes intolerance of extremist behaviour, bullying, violence and racism.
- Students are also informed of core values of tolerance and acceptance of other cultures / beliefs.

Adult students

- Welfare and Safety information for adult students is given verbally on Day 1.
- This information is also available in the students' handbook.
- This includes intolerance of extremist behaviour, bullying, violence and racism.
- Students are also informed of core values of tolerance and acceptance of other cultures / beliefs.

In School

- All staff are recruited with regard to their suitability for working with under 18s.
- All staff undergo the appropriate checks for their roles.
- All staff receive the appropriate training for their roles.
- The Globe requires all partner institutions to carry out appropriate checks on Group leaders.

- All students are informed on day 1 who to see if they have any problems.
- All group leaders are informed on day 1 who to see if they have any problems.

- There are clear notices around the school identifying Welfare Officers.
- There are clear notices around the school promoting respect of one another.
- Lessons encourage discussion, understanding and acceptance of different cultures.
- Social activities encourage discussion, understanding and acceptance of different cultures.

- Welfare Officers are highlighted to new students.
- The welfare of all students is discussed on a weekly basis in staff meetings.
- Long stay adult students have monthly tutorials to assess their welfare as well as progress.
- Long stay Junior students have weekly meetings to assess their welfare as well as progress.

- We have clear policies on attendance, discipline, health and safety, bullying, suspected abuse and preventing radicalisation.
- Our attendance policy ensures we know where students are and absences are immediately followed up.
- Host families, students, parents and group leaders are given clear written guidelines on expected home times and curfews.
- All students, staff, group leaders, parents and host families are given a 24 hour emergency number where a Globe member of staff can help them with any issues.

In Homestays

- All families undergo the appropriate checks to ensure they are suitable for hosting under 18s.
- All families are checked for previous convictions against children.
- All families are informed verbally and in writing of our safeguarding policies.
- All families are given clear information in writing on students' home times and curfews.
- All families are given clear information in writing on students' medical and dietary requirements.
- All families are visited to ensure the safety, cleanliness and comfort of their homes.
- All families are regularly revisited to ensure standards are being met.

Abuse of Trust

All school staff are aware that inappropriate behaviour towards students is unacceptable and that their conduct must be beyond reproach.

All staff and adults in a position of trust must note that, under the Sexual Offences Act 2003, it is an offence for a person over the age of 18 to have a sexual relationship with a person under the age of 18, where that person is in a position of trust, even if the relationship is consensual.

This means that any sexual activity between a member of the school staff (including Group leaders and host families) and a pupil under 18 may be a criminal offence, even if that pupil is over the age of consent.

The school's Code of Conduct sets out our expectations of staff and is in staff handbooks.

SAFEGUARDING AND CHILD PROTECTION POLICY - ADVICE FOR STAFF

Abusive Behaviour

The Globe English Centre finds all forms of abuse, bullying, racism and aggression, unacceptable from students, staff, group leaders or host families.

Here are some examples of actions that constitute the above:

- The use or threatened use of violence / physical action.
- Social exclusion i.e. isolating individuals.
- The use of disparaging or offensive names towards individuals / different nationalities.
- Persistent and deliberately hurtful remarks, especially referring to race / appearance / sexual orientation / gender.
- Actively spreading gossip / hurtful remarks about individuals.

Matters of staff bullying should be reported to the Director or DOS and will be dealt with through the staff disciplinary / grievance procedure.

Any problems with homestays should be reported to the DOS / Accommodation Officer and / or Director.

If you suspect that anyone is a victim of any type of abuse please see the Director / DOS immediately.

Safeguarding Young People

Safeguarding is an umbrella term for everything we do to keep children safe.

It affects all areas of school life, both in and out of school.

It is everyone's responsibility to look out for and respond to suspected or alleged abuse.

All staff have a "duty of care".

Abuse and neglect are forms of maltreatment.

A person may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.

What are the Four Forms of Abuse?

- Neglect
- Emotional
- Sexual
- Physical

The Signs of Abuse

NEGLECT	Neglected appearance, poor personal hygiene, hungry, tired or withdrawn demeanour, nothing to contribute.
EMOTIONAL	Behavioural problems, bullying others (learnt behaviour), tearful, withdrawn, fearful, bed-wetting, low self-esteem, reluctance to participate, speech problems, depression, self-harm, OCD, excessive clinginess especially in children.
SEXUAL	Inappropriate behaviour / statements / actions / drawings for their age, change in character, heightened sexual awareness for their age, needing physical acceptance from others or withdrawal.
PHYSICAL	Visual evidence, bruises, marks in unusual places (e.g. groin, torso, underarms, neck) change of personality, dressing to cover up, violent behaviour, talking about violence, flinching.

Other Signs of Possible Abuse

- Behavioural changes.
- Problems at school, lack of concentration, disinterest in learning.
- Alcohol or drug misuse.
- Dismissive or non-responsive parents / carers.
- Parents / carers blaming their problems on the child.
- Parents / carers humiliating their child eg name calling / making negative comparisons.

Protocol for Responding to Allegations of Abuse

If a student asks to talk to you privately or a case is reported by a student, you must...

FIRST

- tell a DSL you are going to be talking to a student
- go to an open place where you can be seen.

LISTEN

- take the student seriously.
- listen without showing emotion (eg disbelief) or putting words in their mouth.
- Listen and accept what is being said without judgement
- Don't promise confidentiality
- Don't ask "did he / she do this" but you can ask "when" something happened.
- Don't inform anyone else involved or gossip to other members of staff
- Don't ask leading questions or give advice
- Try to ascertain what the actual problem is.
- Ask questions like "What do you want to tell me?", "What's it about?" .

REASSURE

- Reassure the student that they did nothing wrong
- Acknowledge how difficult it must have been to talk
- Tell the student you may need to tell somebody so that they can help.

REACT

- Don't show any reaction
- Don't investigate or interrogate
- Don't jump the gun and go straight to police
- Don't lead the conversation, this may jeopardise any police inquiry
- Talk to the student in a way that is appropriate to their age and understanding
- Tell the student what will happen next.
- Take them to someone who can sit with them afterwards.

RECORD

- keep a written account (write up immediately after the conversation).
- Record the actual words used including any swear words / slang
- Write only what they say not what you think they mean,
- Write the date, time, place used by the student

REPORT

- tell the DSL immediately.

Allegations against Teachers and Other Staff

If an allegation is against a staff member you must report directly to one of the 3 designated leads (Anton, Chrissi or Paul) and they must report directly to the local authority designated officer.

If the allegation is against one of the designated leads then staff may report to another DSL or directly to the local authority designated officer (LADO).

If an allegation is made against a member of staff who is no longer teaching, the designated lead should refer it to the Police. All historical allegations of abuse should be referred to the Police.

Allegations against another child

The same procedure will apply but steps must be taken to safeguard the accused too.

DSLs will ensure both parties do not come into contact with each other.

The allegation will be reported to the LADO and the DSLs will take advice on what to do next.

Duty of Care to Employees

Effective support will be provided for anyone facing an allegation as well as effective protection for the child.

An allegation does not necessarily mean immediate suspension but depending on the nature of the allegation

DSLs will decide appropriate response to protect the child. It may be that the staff member is deployed elsewhere in the school.

Types of Allegations

- | | |
|--------------------------|--|
| • Substantiated | There is sufficient evidence to prove the allegation. |
| • Malicious | There is sufficient evidence to disprove the allegation with deliberate intent to Deceive. |
| • False | There is sufficient evidence to disprove the allegation. |
| • Unsubstantiated | There is insufficient evidence to either prove or disprove the allegation. |

The DSLs response will be determined by the nature of the allegation

The DSLs will keep written, accurate, secure records and of all allegations and their outcomes

Other Safeguarding Issues

- Child sexual exploitation
- Child trafficking
- Bullying including cyber bullying
- Domestic violence
- Drug or alcohol abuse
- Female genital mutilation (FGM)
- Forced marriage
- Fabricated or induced illness
- Gangs and youth violence
- Gender based violence
- Mental health
- Faith abuse
- Sexting
- Teenage relationship abuse
- Radicalisation

Please note:

Many victims of abuse may not recognise themselves as such.

Abuse may be perpetrated not just by a family member (male or female), or known adult but also by a child's peers.

If you are alerted to or concerned about any of the above issues in relation to a child, please speak to the DSLs immediately. Do not speak to the child unless the child speaks to you first, in which case follow the protocol above.

In brief, be alert and talk to your DSLs about any concerns you have, no matter how small.

Useful Numbers

Globe Emergency numbers	07813 818516 or 07813 817811
Local MASH (multi agency safeguarding hub)	mashsecure@devon.gcsx.gov.uk
For help and consultation	0345 155 1071
Emergency Duty team (out of hours)	0845 6000 388
Police (non urgent)	101
Police (urgent)	999

PREVENT POLICY

The Preventing Radicalisation policy is part of our ongoing commitment to keeping all students safe. The Globe understands and undertakes its responsibilities, under the Counter Terrorism and Security Act 2015, to prevent people of all ages being radicalised or drawn into terrorist or extremist groups. This policy outlines what we are doing to safeguard the well-being and safety of all our students.

Terminology

Radicalisation	the process by which an individual comes to support terrorism and extreme ideologies often associated with terrorist groups.
Prevention	reducing or eliminating the risk of an individual becoming involved in terrorism.
Extremism	Defined by the Government as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect of different faiths and beliefs.

The Prevent strategy therefore applies to all extremism, such as terrorism, racism, homophobia and right wing ideology.

Policy Principles

- The Globe accepts students from all around the world from the age of six upwards.
- The safety and welfare of every student is paramount.
- We aim to provide a safe and nurturing environment where all students are respected and valued, and where they can learn and grow to enable all to have the best outcomes.
- All students, regardless of age, gender, ability, culture, race, language, religious belief or sexual identity have the right to protection and to participate in the school’s activities in a safe environment.
- All staff members undertake to promote core British values as outlined above and to be alert to any vulnerable students who may be at risk of radicalisation.
- All staff will be alert to changes in an individual’s behaviour / attitude that may indicate radicalisation.
- If individuals are seen to promote extremist views, be they racist, homophobic, religious or political, staff may and should question such attitudes.
- All concerns should be reported to the Prevent officer.

Prevent Leads

Anton Borgen-Davis supported by Chrissi Florides & Paul Carr

Leadership

The Prevent Leads are responsible for

- drawing up and implementing Prevent policies throughout the school.
- drawing up a risk assessment to ensure policies are being met.
- drawing up a management plan in case of serious incidents.
- regularly reviewing and updating policies in line with changing legislation.
- dealing with any concerns that may arise.
- liaising with local police / local authority coordinators to deal with any concerns.
- liaising with local police / local authority coordinators to ensure best practice.

The Prevent Leads will

- undergo training to enable them to fulfil their roles.
- provide training for other members of staff.
- provide written guidance for all staff on dealing with Prevent issues including what to look out for.
- train Welfare officers in Prevent best practice to allow them to deputise in absence of Prevent leads.

Aims

The Globe will:

- Promote an international environment where understanding and tolerance of each other's cultures and beliefs are core principles
- Promote a safe and supportive environment with clear expectations of accepted behaviour
- Foster a safe and supportive atmosphere so that vulnerable individuals know where to go for help and support
- Promote core British values as outlined above through:
 - Documentation given to staff and students
 - Lessons encouraging an understanding and tolerance of each other's' culture
 - Lessons and activities encouraging an understanding and sharing of culture
 - Lessons and activities encouraging an understanding of British culture
 - Lessons that develop critical awareness and thought
- Encourage staff, students and homestays to get to know each other better through:
 - Homework tasks involving the homestays (see junior handbook)
 - Social activities that bring students together
 - Social activities that bring teachers, students and leaders together
- Challenge radical or extremist views in any context
- Limit where possible access to extremist materials particularly online
- Be ready to support and react when world events that may cause upset and conflict occur

Training

The Globe aims to provide more knowledge and confidence to all and will:

- Provide documentation and training for all Globe staff in:
 - Understanding what "Preventing radicalisation" means
 - Understanding key terminology
 - Understanding the risks of radicalisation and extremism
 - Understanding their duty to implement the policy
 - Understanding how to spot the signs that may cause concern
 - Understanding how to identify and support vulnerable individuals
- Ensure students, group leaders and homestays:
 - Understand the importance of a supportive and tolerant environment
 - Understand what core British values are
 - Understand signs that may cause concern
 - Understand that they must report any concerns and incidents
- Ensure students know how to:
 - Stay fit and healthy
 - Stay safe
 - Raise any concerns they have
 - Take part in life in Britain

- Audit the promotion of core British values through:
 - Review of lesson plans
 - Observation of classes
 - Review of extra-curricular activities

PREVENT POLICY – ADVICE FOR STAFF

The Globe understands and undertakes its responsibilities, under the Counter Terrorism and Security Act 2015, to prevent people of all ages being radicalised or drawn into terrorist or extremist groups.

Understanding the Risk

Individuals (staff, students, groups leaders, homestays) may arrive at the school already holding extremist views, or they may be influenced by a range of factors such as global events, social media, peer pressure, personal experiences, new acquaintances or friends and family. Vulnerable individuals are more likely to be influenced. Vulnerability could stem from a range of causes: loss of identity; identity confusion; culture shock; social isolation; mental health issues; personal crisis; being a victim of or witness to discrimination or a hate crime.

Signs That May Cause Concern

- Changes in behaviour
- Fall in standard of work
- Poor attendance
- Social isolation
- Changes in attitude such as intolerance of differences
- Asking questions on topics linked to extremism
- Offering extremist opinions
- Using extremist vocabulary
- Accessing extremist material online
- Attempting to impose own beliefs on others
- Overt new religious practices / recent religious conversion
- Students voicing concerns about any individual
- Homophobic / religious based / racist bullying

What to do

In class try to offer:

- Lessons encouraging an understanding and tolerance of each other's' culture
- Lessons and activities encouraging an understanding and sharing of culture
- Lessons and activities encouraging an understanding of British culture
- Lessons that develop critical awareness and thought
- Encouragement to students to get to know their classmates better
- Encouragement to students to get to know their homestay better through homework tasks
- Encouragement to students to take part in the social programme to make friends

Where possible:

- Challenge radical or extremist views in any context

If someone approaches you with a concern, please:

- Assure them it will be dealt with sensitively
- Direct them to the Prevent lead
- Assure them that their concerns will be treated confidentially

Report to the Prevent lead:

- Any incident of discrimination or hate crime reported to you
- Any concerns voiced by any individual eg a student, group leader or host family
- Any concerns you may have

If in doubt talk to the Prevent lead.

Ideas for lessons on British culture to promote British values

- Using student elections to discuss democracy
- Discussing rules & things you can / can't do at 16, 18 or 21
- Discussing career & educational opportunities
- Discussing challenging current issues
- Discussing laws
- Developing critical thinking skills
- Surveys looking at attitudes to different topics
- Visiting the law courts
- Visiting local schools

E-SAFETY POLICY - FOR STUDENTS

Today, internet use and online activities are part of everyday life for young people and adults. However, it is important to be fully aware of the safe use of the internet and to avoid risks as much as possible.

The Globe has free Wi-Fi, so any student with a smart device can access the internet. However, filters are in place to limit students' access to unsuitable sites and students are required to accept our terms and conditions before they can access the WIFI. These terms are also published on our website.

Social Networking Sites

- Do not befriend anyone who is not known personally to you.
- Do not give out personal information (address, date of birth etc).
- Do not arrange to meet anyone that you do not know.
- Be aware that Facebook owns your pictures and can access them at any time.
- Do not send intimate photos of yourself to friends / girlfriends / boyfriends as these may be misused.
- Do not take or send photos of other students without their permission.
- You must be 13 years old to sign up to Facebook, Instagram and Twitter.
- If you see anything on a social networking site that distresses or upsets you, please tell a member of staff immediately.

Cyber Bullying

Bullying is any type of comment or action that is abusive or hurtful to another person. Bullying not only happens face to face, but also online. You can get bullied, but it is also easy to become the bully without realising what you are doing. Problems may include:

- Identity theft
- Threats
- Blackmail
- Rumours and gossip
- Abusive comments
- Violent or indecent pictures

Tips for E-Safety

- Keep privacy settings on your phone / computer / iPad as high as possible.
- If you do not know how to do this, please ask a member of staff.
- If you see anything online that makes you feel uncomfortable, unsafe or worried, leave the site immediately and report it to an adult or member of staff.
- In extreme cases you can call the police on tel 101 (free phone).
- Make sure your parents know your passwords, in case something happens.

Parental Responsibility

It is a parent's responsibility to ensure their child's online safety.

It is not the Globe's responsibility to monitor students' online behaviour (as we have no right to view students' personal belongings without good reason), unless something comes to our attention during the school day.

E-SAFETY POLICY - FOR STAFF, GROUP LEADERS AND HOST FAMILIES

In General

Be alert to students' online activity.

Ask students questions about what they are doing online.

Be alert if a student is spending a long time online, especially if they are alone in their room.

Be alert to changes in a student's behaviour such as:

- If a student becomes anxious or distressed during or after using the internet or phone.
- If a student becomes secretive about computer or phone activities.
- If a student withdraws from friends and activities they previously enjoyed.
- If a student refuses to go to school or avoids group activities.
- If a student becomes depressed, can't sleep or loses their appetite.
- If a student becomes inattentive and loses concentration in class.

In brief be alert to any changes in a student's behaviour.

If you have any concerns please report to a member of the Globe welfare team immediately.

Or in the case of an emergency call the police.

Your Online Activity

- Staff must NOT accept students (under 18s) as friends on social networking sites.
- Any contact can be made publicly on the Globe English Centre Facebook page.
- You are advised not to give personal details (eg phone numbers) to students.
- Staff must not make comments that can be misunderstood or misconstrued as derogatory in anyway about Globe staff, students, activities, past or present on an open forum such as Facebook or Twitter.
- Any Globe related comments can be made through the Globe Facebook page.
- The Globe will not pass on any staff details, phone numbers, addresses or email addresses to any student.
- If an adult student asks for contact details we will seek your permission first.
- If a junior student asks for contact details, we will advise them to contact you via the Globe Facebook page.

ATTENDANCE, PUNCTUALITY AND DISCIPLINE POLICY

Adult Students

The Globe English Centre believes that students must attend all classes and punctuality is very important.

Attendance

We expect 100% attendance of all classes, unless a student is ill or on holiday.

All student absences must be agreed and absent students will be followed up.

All absences must be recorded in the class register

Lateness

Students should arrive at school before class starts. If they are late, teachers may ask them to wait until after the next break before joining the class. Late arrivals must be recorded in the class register and will be treated as an absence for recording purposes.

What happens if a student's attendance is poor?

If attendance is poor (less than 80% of the course), the following steps will take place:

- The student will have a meeting with the DOS or ADOS to discuss attendance.
- The student will be given 2 weeks to improve attendance.
- If after 2 weeks there is no improvement the student will be given a first warning letter.
- They now have 2 weeks to improve their attendance.
- If after 2 weeks' attendance has still not improved, they will receive a final written warning.
- They will have two more weeks to improve their attendance.

If at the end of this time attendance is still poor, they may be asked to leave the school.

No certificate or report will be given for the period of below 80% attendance.

If absence is down to family, religious or health issues, and we are informed in advance, these will be taken into account.

Junior Students

- All classes, afternoon and evening activities and weekend excursions are **compulsory**.
- All Junior teachers must take a register at the start of every class and every activity.
- Any absent students must be reported immediately to the DOS or ADOS.
- All absences are followed up straightaway.
- All students are given our 24-hour emergency telephone number.
- Students are reminded of this number at the beginning of each trip.
- Students are also given the accompanying teacher's mobile number at the start of each trip.
- Students can call these numbers if they are lost or need help.
- Students are given town maps for all excursions.
- Staff to student ratios meet British Council guidelines.
- If a student is missing, this is reported to the Director and all efforts are made to trace them, including calling the police if needed.
- Arriving late should be recorded on class register.
- Persistent lateness will be dealt with under the Globe disciplinary procedure.

Disciplinary Procedure

There are 4 levels of infringement:

Level 1

(to be dealt with by the teacher)

Level 1 infringements include behaviour that affects teaching and learning such as:

- Being late for class.
- Leaving books at home.
- Being disruptive in class.
- Minor insolence/cheek.
- Eating or drinking in class.
- Being out of class without permission.

Possible action to be taken includes:

Verbal reprimand, written punishment, teacher/class apology.

Level 2

(to be dealt with by ADOS)

Level 2 infringements include:

- Repeated level 1 offences.
- Major insolence / cheek.
- Vandalism / damage to pupil or school property.
- Disregard for teacher punishment.
- Truancy

Possible action to be taken includes:

Letter of apology to teacher, written warning, time out of class with ADOS / senior teacher.

Group leaders and / or parents will be informed.

Level 3

(to be dealt with by the DOS)

Level 3 infringements include:

- Repeated level 2 offences.
- Insubordination.
- Bullying or victimisation
- Conduct which brings the school into disrepute.
- Seriously threatening, disrupting or frustrating teaching or learning in a class.

Possible action to be taken includes:

Removal from afternoon activities, after class / break time/ lunch time detentions, (supervised by a teacher or group leader if applicable), exclusion from class for a morning or afternoon.

Level 4

(to be dealt with by the Director)

Level 4 infringements include:

- Repeated level 3 offences
- Bullying
- Victimisation.
- Fighting / violence.
- Racism.

There is a formal meeting between pupil, Director, DOS and group leader/parent if applicable.

A student at this stage may be asked to leave the Globe.

Truancy Procedure

- Any first instance of truancy is dealt with as a level 2 infringement – see above
- A 2nd instance is dealt with as a level 3 infringement and sanctions will be imposed
- Persistent truancy is a level 4 infringement and a student may be asked to leave the Globe.
- We will always inform parents / group leaders of any students who deliberately miss classes or activities.

ANTI-BULLYING POLICY

Bullying is any behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally.

- Bullying of any kind, physical, verbal, or electronic (cyber bullying), is NOT acceptable.
- Any instance of bullying, racism, or violence is treated very seriously.
- The student(s) may be asked to leave the Globe without refund.
- The student(s) or their parents will be responsible for paying travel fees incurred.
- We believe RESPECT for others is key to a harmonious and enjoyable stay at the Globe.
- This includes respect for people's beliefs, respect for the way they choose to live their lives, respect for people's differences.

In cases of bullying, we will:

- Support our staff and hosts to identify and tackle bullying appropriately.
- Ensure students know that any concerns about bullying will be dealt with sensitively and effectively.
- Ensure that all students feel safe.
- Ensure that all students abide by our anti-bullying policy.
- Deal promptly with complaints and concerns about bullying.

In Brief

The Globe English Centre finds all forms of abuse: bullying, racism and aggression, unacceptable from students, staff, Group Leaders or Host families.

Any instance of bullying, racism, or violence is NOT acceptable and the individual may be asked to leave the Globe without refund. The individual or their parents will be responsible for paying travel costs incurred.