



You will be joining a top rate group of host families dedicated to making international students feel welcome and relaxed on their holidays and exeat weekends away from their UK schools, allowing them to fully concentrate on completing necessary schoolwork, getting some well-earned rest and energy back and having a fun time with you and others in the family home.

There will be times that you need to contact us. We are always here to assist you with any questions or concerns that you may have. You can contact in the following ways:

General enquiries				
Telephone Lu (Louisa Fennell)	07811326729			
Email	louisa@eltive.com			
I am available on Whatsapp and Wechat too	07811326729			
Emergencies 24/7				
Telephone	07811326729			
Safeguarding concerns				
Designated safeguarding Lead	Louisa Fennell			
Contact Details for the Local Area Designated Officer	LSP	Victoria Jones	01323 464222	victoria.jones@eastsussex.gov.uk
	LADO	Vicki King	01273 481544 07857696707	0-19.spoa@eastsussex.gov.uk



## The role of the guardianship organisation, your role as a homestay

The guardianship organisation role is to provide care and support for international students attending UK boarding schools, one of these duties is to find them a safe family environment to stay during holiday, exeat, school closure and illness.

Your role as a homestay is to be that safe family environment allowing the children to relax, have fun and study during these times.

## Looking after and respecting the rights of the student

We host students aged between 7 and 19. Students of different ages may require different care. For example, younger students will require greater nurturing and supervision during their stay, whereas older students will be more independent and may be allowed to visit the local area on their own. Parental permissions may vary from student to student too. We will explain to you what we expect from you prior to placing any student with you.

One of the most mutually rewarding experiences of hosting an international student is learning about another culture. We ask that all homestays respect the students' own culture, values and background and be mindful that there will be some differences in the way students approach everyday life, such as when greeting others or whilst eating. Likewise, the students may have a different religious belief to the homestay. Again, we ask that you are respectful of any differences.

## Loco Parentis

We expect our homestays to exercise the same levels of care as a responsible parent – in loco parentis. This means that you are accepting the day-to-day responsibility for the care of the student whilst they are staying with you.

## Codes of conduct

Eltive Safe Hands has a code of conduct for staff and homestays. Please take time to read through this document as it outlines how staff and homestays are expected to behave whilst working for the guardianship organisation. This will be included in your joining pack.

Likewise, we have a code of conduct for students. This outlines the expected standards of behaviour for our students. Please read through this as it will help you to understand our expectations. This will be included in your joining pack.

## Safeguarding

Eltive Safe Hands is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, data protection that provide further information and outline our procedures. These will be included in your joining pack. Please ensure that you have read and understood all our policies.

You are required to undertake a basic certificated course on safeguarding. This should be refreshed every three years. We will also provide an annual safeguarding update. This will be via email.

We encourage students to talk to any trusted adult should they have any concerns. As a homestay, a student may consider you to be a trusted adult. There may be students who feel more comfortable

speaking to other homestay family members about a concern they may have. You should therefore ensure that all members of your household are aware of what to do if a concern is shared with them. We have explained to students that any concerns they raise will be treated seriously. If a student comes to you or any homestay member to raise a concern, please ensure that it is dealt with in line with our published procedure (see safeguarding policy) and reported to our Designated Safeguarding Lead as soon as possible.

## Control

Homestays may only use reasonable, appropriate and lawful means of control to maintain safety. Under no circumstances should physical punishment ever be used.

## Homesickness

When students arrive in the UK, they might be homesick.

Signs that they may be feeling homesick include:

- A strong desire to go home
- Feeling lonely
- Feeling sad
- Feeling anxious
- Lack of motivation
- Loss of confidence
- Feeling depressed
- Experiencing mood swings
- Feeling insecure
- Finding simple tasks difficult
- Physical symptoms, such as headaches and nausea

If your student is showing signs of homesickness, tell them not to worry as there are many people who can help them manage their feelings. Let them talk to you about their feelings and remind them that they can always talk to their house parent, teacher, parent, guardian, or any member of guardian staff who will listen and will be able to support you and offer advice. It is best not to encourage them to frequently call home, as this can make the feelings worse. Keeping the student busy and interested in a variety of family activities and discussions may help them settle and feel happier. Please do let us know if you are concerned that your student is suffering with homesickness. We are here to support both you and the student.

## How to comfort a student in distress

There may be occasions where your student is upset. For example, the student may be homesick (see above), unwell or experiencing pressure in their academic studies. In such incidences please do not comfort the student physically. It is inappropriate to hug a student as you may comfort your own child, however there are many things you can do to help:



- Listen to the student's concerns
- Offer comforting words and advice
- If you can speak the students' first language, this may help to calm the student
- Please do alert us to the problem and we will offer you support

### Curfews and Bedtimes

Students who have permission to go out on their own will be required to return to homestays by the following times:

- *Ages 14 and under should not be out on their own*
- *Ages 15 and under 8pm*
- *Age 16-17 10pm*
- *Age 18 and over midnight*

We will inform you whether or not the student you are hosting has permission to go out alone. All students who are permitted to go out unaccompanied by their homestay must take their mobile phone (fully charged) with them and keep this switched on. Please make sure that they have your telephone number programmed into their phone. It is important that if students do go out unaccompanied, that they let you know where they are going and roughly how long they will be out. If for any reason they are delayed, students must contact you to keep you informed of their whereabouts.

Eltive Safe Hands suggests that student bedtimes should be as follows:

- *Ages 12 and under 8:30pm*
- *Ages 15 and under 9:30pm*
- *Age 16-17 10:00pm*
- *Age 18 and over 11:00pm*

Any deviation to these times should be discussed with the homestay.

Permission for students to visit the local area / shops / travelling further afield / excursions.

Students 14 and over may visit the local area alone,

Students 16 and over may visit nearby towns by bus, train or taxi alone,

if further afield London for example, permission must be sort from parents, including over 18s

Students staying away from the homestay.

Staying away overnight is forbidden unless specific permission has been given in advance by Eltive Safe Hands, normally with the consent of the student's own parents. Friends of students are not allowed to stay with you unless UKG has approved temporary guardianship in advance. This is for legal and insurance reasons.

### Accommodation requirements

Homestays should ensure that they provide a comfortable living environment for students. We require our students to be provided with the following:

- A suitable bedroom and social area(s) which are well kept, clean and in good repair, with sufficient natural light.
- Suitable safeguards must be in place to ensure that students have sufficient privacy from other students. Parents should be made aware of students who may wish to share bedrooms and must give consent before the arrangement goes ahead.
- Where homestays are using a double bed, only one student is using this facility. Under no circumstances should students share a double bed.
- The rooms should have suitable heating and lighting and there should be access to sufficient supplies of hot water as required.
- Students should have access to a private space to study.
- Students should have access to appropriate hanging and drawer space for clothing.
- Students should have access to a bathroom with a lock on the door and either a shower or bath.
- Students should be treated as part of the family, and therefore have access to the communal rooms in the home. They should not have access to family member's bedrooms.

Please make us aware if any member of the homestay is a smoker, or if you have any pets. Students should have the right to opt for a non-smoking and/or non-pet homestay environment.

Please be aware of the need to ascertain the adequacy of your home insurance in respect of hosting international students. The insured (homeowner) should declare all facts to the insurer in order to a) obtain the right cover and b) obtain the right premium.

No more than three students should be placed with the same homestay at any one time, unless in exceptional circumstances. Please ensure that you inform us if you who work with other

guardianship organisations as we need to check that you are not accommodating more than three students in total when members of an AEGIS guardianship organisation are being hosted.

When students under the age of 16 are in the care of a homestay, no students over the age of 20 should be hosted either by the guardianship organisation or another guardianship organisation working within the same homestay.

Homestays should not host any other paying guests or operate any form of bed and breakfast facility when hosting AEGIS students.

Please note.

- Students aged 12 and under are not permitted to be left home alone.
- Students aged 16 and under are not left home alone overnight.
- Students are not left home alone regardless of their age if they do not feel comfortable with this.

### Meals and Snacks

We ask that homestays provide students with a full board provision of breakfast, lunch and dinner during their stay, taking account of any dietary needs. In addition, students should be provided with access to suitable drinks and snacks during their stay.

### Laundry

Homestays are asked to provide students with suitable laundry facilities if they are resident for more than one night. In most cases the homestay would undertake to do the laundry for the student. Depending upon the age of the students, the homestay may give permission for them to do their own laundry if requested and agreed.

### Use of the homestay's car for transport

Any cars used to transport student should be roadworthy with up-to-date tax, insurance, and MOT (where required). If you provide transport using your car for the students in your care, please be aware of the need for adequate comprehensive vehicle insurance and that you should inform your insurers that you will be using your car to provide transport to international students for which you may be paid or receive expenses.

Please ensure that all relevant laws relating to the use of child seats or booster seats for under 12s, when the student is below 135cm in height, and seat belts for over 12s or more than 135cm tall are discussed with students and adhered to.

### Access to computers and the internet & safe use of the internet

It is most likely that your student will want to access the internet during their stay. We ask that they use their own devices and not the family computer. We have an online safety policy that outlines the

main risks to be aware of and what you can do as a homestay to help keep students safe. Please take time to read this document. This will be included in your joining pack.

## Health and Safety in the Home

We expect all homestays to adhere to our health and safety guidelines:

- A minimum of one smoke alarm should be installed on every storey.
- A carbon monoxide alarm to be installed in any room containing a gas, liquid or solid fuel burning appliance.
- An annual landlord gas safety check to be undertaken by a Gas Safe registered engineer and a copy of the certificate provided to the guardianship organisation.
- The homestay must ensure that the electrical system is safe, e.g. sockets and light fittings are secure and not overloaded and any appliances used by the student are safe.
- The homestay must discuss the possible evacuation routes from the property with students on a regular basis. If doors or windows are locked students must know where to find the key in the event of a fire.
- If fire extinguishers and fire blankets are provided, they must be suitably serviced.
- Where open fires are used, a suitable fire guard should be in place when the fire is lit.
- Any matches / lighters should be appropriately stored.
- A basic first aid kit should be available to include, plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.
- Any prescription medication and drugs should be kept safely especially when hosting young students.
- Alcohol should be appropriately stored.
- The homestay should have an awareness of basic food hygiene when preparing meals for students.

We will conduct an initial visit to check that your accommodation is suitable prior to you hosting a student. Thereafter we will visit at least once a year to undertake an annual check. Please let us know immediately if there are any changes in the accommodation you are offering. This includes informing us of any temporary building work that may take place when you are due to host students. In some cases the school may also wish to make an annual visit to check the property. You will be made aware of this prior to agreeing to host a student.

Please refer to our separate Welfare, Health and Safety statement, that can be found in your welcome pack.

## Private Fostering

Where Eltive Safe Hands has any day students under the age of 16 (under 18, if the student has a disability) living with homestays who are not their parent or a close relative for 28 days or more, they must adhere to the regulations regarding private fostering in place within their local area as directed by their local authority.



Eltive Safe Hands is required to liaise with the school and the homestay to ensure that where possible the local authority are notified of the proposal for a private fostering arrangement at least six weeks before the date on which the arrangement is to begin. Where the arrangement is to begin within six weeks, the local authority is to be informed immediately.

Eltive Safe Hands will liaise with the school and homestay to explain carefully what is required of them in entering into a private fostering arrangement. This includes explaining that there will be regular visits and meetings with the local authority.

Eltive Safe Hands has a system in place for recording all correspondence with the local authority private fostering team and securing relevant permissions to share such information as is necessary with the student, parents, agents (where appropriate), homestay and partner school.

In the case of day students over the age of 16, we are mindful of the extended period students will spend with homestays and regularly carry out suitable checks to monitor and ensure their welfare.

### Changes in circumstances

You are required to inform the guardianship organisation about any changes to the homestay arrangements.

### Expenses and payments

Eltive Safe Hands ensures that any payments due to homestays are transacted promptly and in line with any contractual agreements in place.

Hosting payments will be paid by bank transfer 3 days after student's departure. If longer than 2 weeks payments will be made every 2 weeks in arrears.

### Your contract and cancelling the agreement

The contract will last for an initial period of 3 years from the date of signing but can be terminated in writing by either party, upon giving 30 days' notice.

Eltive Safe Hands has the right to terminate the contract forthwith in the event of any breach of the terms and conditions set out in the contract. In the event of such termination Eltive Safe Hands reserves the right to make no further payments to the Homestay of any kind.

Eltive Safe Hands would request that Homestay Families do not cancel hosting arrangements once made. Eltive Safe Hands will endeavour to provide the Host family with reasonable notice where possible when cancellation is necessary although no notice is required, if a student doesn't show firstly Eltive Safe Hands must be informed, no payment is required. If a student leaves early payment will be made pro rata.

### Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Eltive Safe Hands takes advice from the government, Public Health England and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread





the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Eltive Safe Hands may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Eltive Safe Hands will work with parents to find flights to home countries where required. Eltive Safe Hands will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Eltive Safe Hands will work with parents and schools to find suitable quarantine accommodation for students where required. Eltive Safe Hands has a policy that outlines the procedures we are following during a pandemic. This will be included in your join pack.

I understand the Eltive Homestay Handbook and will adhere to the rules,

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_