

Host Family Handbook

Updated: 24/04/18



Key Information

UK2Learn Contact Details:

Address: Crossways, Heath Lane, Godalming, Surrey, GU7 1XA

Emergency Number: 07787556963 (out of office hours)

Office Landline Number: +44 (0)1483 425500 (Monday – Friday 09.00 – 17.30)

Office Mobile: 07786934555 (Monday – Friday 09.00 – 17.30)

Email: guardianship@uk2learn.com

Office Opening Hours: Monday – Friday 09.00 – 17.30 all year

Office Closed: UK Bank Holidays and Christmas Week

Emergencies

In the event of any emergency or concern, the first point of contact is the Designated Safeguarding Lead (DSL): Suzie Mackie on 07787 556963 or 01483 425500 during office hours. Suzie is available 24 hours a day, seven days a week.

Welcome to UK2Learn

UK2Learn do everything we can to make the student feel welcome and to safeguard and promote the student's welfare outside of school. We take care to select a host family who will take a genuine interest in the student but will respect his/her privacy, cultural background, religious beliefs and dietary needs.

Thank you for offering to host; the warmth and generosity shown by our host families helps enormously to contribute to the enduring success of our guardianship services. We wish you an enjoyable hosting experience.

Role of the Guardianship

In the UK, it is a school requirement for overseas students to have a guardian that is based in the UK, someone that can be on hand 24 hours a day, seven days a week to offer parental, logistical and emergency support. We at UK2Learn offer this service to our parents and their children. UK2Learn is a company small enough to care about each child as an individual but also big enough to cope with any demands professionally, with a personal touch.

All staff, associates and homestay families are asked to support this caring and personal ethos that UK2Learn values so greatly, thus ensuring that all of our guardianship students receive the highest standard of care possible. With representatives and homestay families throughout the United Kingdom, help and assistance is never far away.

Role of a Host Family

UK2Learn has numerous host families from all the corners of the UK that provide a warm, safe, and caring environment for students; a home from home when they are in an unfamiliar country.

Whether you're a married couple, a family, a retired couple or a single parent it can be an incredibly rewarding experience and many of our students and host families stay in touch for years to come. It is an opportunity to open your home, and share your day-to-day family life with an international student. For the student, staying with a host family enriches the entire learning experience as it allows them to immerse themselves into British culture, the English language and experience a local way of life. Long-lasting friendships are often made, which makes hosting even more rewarding



Meet the UK2Learn team



Suzie Mackie - Director

UK2Learn Guardianship was established in 2006 by Suzie Mackie with the aim of providing high-quality caring, personal and professional care for international and overseas students. Suzie has a wealth of experience dealing with international students having travelled extensively all over the world with the British Council as a teacher and a teacher trainer. Suzie's passion and true dedication to education has enabled her to develop an invaluable insight into students' needs and this is evident in the service that UK2Learn Guardianship delivers. Suzie is supported in her role by her team of trusted and experienced staff.



Alex Mackie – Managing Director (and Suzie's son!)

Alex is Managing Director at UK2Learn, which means he ensures that everything runs smoothly in Guardianship and all UK2Learn programmes.



Fiona Sutherland – Marketing Manager

Fiona has worked for UK2Learn since September 2014 – she was an experienced member of the guardianship team and then in January 2018 took over the exciting new role of UK2Learn's Marketing Manager. Fiona will be raising the profile of UK2Learn Guardianship with our British boarding school partners and all our international parents, students and agents.



Lucy Riley – Administration Team Leader

Lucy provides full-time guardianship support for all UK2Learn Guardianship students. She liaises with parents, students and schools over day-to-day matters, travel arrangements, the booking of homestay families and other administrative duties.



Sarah Judd – Administrator

Sarah provides part-time guardianship support for UK2Learn Guardianship. She liaises with parents, students and schools over day-to-day matters, travel arrangements, the booking of homestay families and other administrative duties.



Thank you for welcoming an international guardianship student into your home. To ensure the experience is a positive one for both you and your guardianship student, we ask that you read the following guidelines.

Welcoming your student

When your student first arrives at your home it is important to be welcoming, show them your home, their room, and explain any routines you may have, such as removing outdoor shoes, meal times and when you expect the household to be asleep! Along the way, demonstrate how to use various appliances and equipment they are likely to use during their stay; this could include the toaster, kettle, TV, shower, bath, etc. If you have any pets we ask that you introduce the student to them and show how you want them to be treated. We also suggest making it very clear at the start which rooms in the house are out of bounds to them, for example your bedroom. However, we ask you to be sensitive in doing so as the student is also looking to relax away from school, and staying in an unfamiliar environment can be an anxious time for students.

Accommodation

Bedroom

Your student's room should include a bed, desk/table and chair, drawers, hanging space and wastepaper basket. UK2Learn students require their own room unless they have agreed to share with another student of a similar age and same sex.

Bathroom

The student should have access to a bathroom – shared or en-suite. Please explain to your student in advance the best time that he/she should use the bathroom, especially if you have a busy house. Most students are used to taking at least daily showers in preference to a bath. Make sure your student knows how to use the shower, toilet facilities and where to put any rubbish.

If appropriate, make sure you explain the arrangements for disposing of sanitary items and for the student's comfort please place an appropriate bin in the bathroom or toilet.

It might also be prudent to suggest a maximum time for a shower – maximum 10 minutes - as at home they are often used to unlimited hot water. Ask them to leave the bathroom clean and tidy. It is occasionally necessary to discreetly monitor the student's personal hygiene in order to maintain good health; so daily showers, regular teeth cleaning, hair washing and regular changing of clothes should be encouraged.

Meals and Food

If the agreement with UK2learn is that the student is staying with you over a leave weekend, during a half-term or at the beginning and end of each term before flights, or other arrangements, they should be offered three meals a day and additional snacks and fruit between meals if required.

If the agreement with UK2Learn is that the student is staying with you full-time during term-time they should be offered two meals each school day (breakfast and evening meal) and all meals at the weekends. The student will also need three meals a day when the student is on a break from the usual school timetable for example when they are sick, on an INSET-day or on a half-term break.

We suggest you offer your students a selection of the following meal ideas. Please note this is not an exhaustive list and you are free to add any ideas of your own.



Breakfast: cereal, toast, fruit, eggs, bacon. Students do not need a full English breakfast but many enjoy scrambled eggs, omelette or eggy bread. Older students are often happy to cook their own breakfast.

Lunch: pizza, pasta, sandwiches and wraps, yoghurt, ice cream, fruit. Please note that many students from the Asian continent do not enjoy bread the same way the Europeans do.

Supper: casseroles (with chicken, pork and beef), pasta bakes, bolognese, lasagne, stir fries, rice (a particular favourite of Asian students), salads, plenty of vegetables, yoghurt, ice cream, fruit.

Some students find English food particularly bland, no matter how long you have spent cooking - please do not be offended if they ask for extra condiments or cover their meal with hot sauces and spices. Most

students will welcome the opportunity to accompany you to the supermarket and if possible you could let them choose one or two of their favourites.

Please check what meat your student is happy to eat i.e. Thai students tend not to eat beef, Muslim students are unlikely to eat pork of any kind.

Eating together

It is important that your guardianship student is treated as one of the family during their time with you. This means eating and socialising with them and asking them to complete small tasks such as setting and clearing the table just as a family member would.

We recommend that you show your student where they can get a quick snack and also where to make a drink; however they should not help themselves to food and drink unless you have given them permission to do so.

Occasionally, the student may need to prepare occasional meals independently; with particular reference to breakfast, if the student oversleeps.

Laundry and Cleaning

You will need to provide your guardianship student with clean bedding, two towels and you should make sure their room is cleaned on a weekly basis. However, you are not expected to tidy up after your guardianship student or to make their beds in the morning; it is hoped they will do this themselves.

Please provide your guardianship student with a laundry basket (or tell them where they should they leave their clothes) and explain to them that you will launder their clothes during their stay or you may prefer to show them how to use the washing machine.

Occasionally, guardianship students will return with their school uniform that might need to be laundered but please call the UK2Learn office for more guidance on this matter.

Communication and Internet Safety

Students expect wireless access to the internet but it is important that you limit and monitor their use carefully. Please provide your guardianship student with the wireless password when they first arrive.

The internet is used for academic work and also to stay in touch with their family and friends during the holiday period. We are unable to place students in host families who have no internet access. Students are



told not to download large files, such as films, games and music, as this can lead to problems with your normal access but it is very difficult to monitor this; please notify us if you are experiencing any difficulties.

Host families should feel free to switch off the internet if it is being used excessively or at unsociable hours. For further guidance, please refer to our Computer & Internet Safe Policy which is available to download from the UK2Learn website. If you are concerned about your student's use of the internet, in particular, the type of websites they are accessing either through your internet provider or through their mobile data, or the length of time the student is spending on social media, please contact the UK2Learn office. For more advice, please refer to the NSPCC website https://www.nspcc.org.uk/ and https://www.net-aware.org.uk/

Please ensure that you have adequate parental controls in place on your internet as the student will need access to Skype and social media sites such as Instagram and Facebook. In terms of time controls, please do as you would with your own children and use common sense; the student should not be allowed to stay up past their agreed bedtime using the internet (please see information on bedtimes).

Students will usually phone home using their mobile phone or Skype; there is no need for them to use your landline for international calls. We recommend that you agree a time with your guardianship student when it is acceptable for them to receive or make telephone calls.

Bedtimes, Curfews and Student Travel

We ask that you agree a suitable bed time appropriate for your guardianship student's age. Here are some guidelines regarding curfews but these are discretionary and may need to be varied according to the individual child:-

Aged 12 and under

Are allowed to go into the local town with an adult

Bedtime: 21:30

Aged 13 (with discretion) and 14

Are allowed to go to town with their friends but must be back at 17:30

Bedtime: 22:00

Aged 15

Go to town alone but must be back at 18:00

Bedtime: 22:30

Aged 16 and over

Go to town alone but must be back at 19:00

Bedtime: 23:00 (at your discretion)

These times are discretionary and guidance/permission should be sought from the Guardianship team in special circumstances.

On all occasions, the guardianship student must tell you where they are going and who they will be with. You should agree in advance what time the guardianship student will be home. Please do not allow the guardianship student to walk home in the dark. The guardianship student must not be allowed to stay out overnight unless expressly agreed by the UK2Learn team.



Communication

Both students and host families should exchange mobile, landline and any other useful contact telephone numbers. The student should keep their mobile phone switched on, charged, and notify you if there is a change of plan.

Please also ensure that your students know to dial 999 for Police, Fire or Ambulance should any such emergency arise whilst they are staying with you and explain the use of 101, the non-emergency line.

Discipline

If there is a disciplinary issue with your student or if you have any concerns about their behaviour, please contact Suzie Macke immediately, on either 01483 425500 or 07787 556963.

Health and Safety

It is your responsibility to make sure all electrical appliances are safe, particularly in the student's room and we recommend PAT testing each electrical appliance annually.

Medicines and/or chemicals must not be stored unlocked in the student's bathroom. Explain basic fire escape routes, access to the outside doors, and the location of any necessary keys.

Just as with your own children, we request that attention is paid to the suitability of any activities the guardianship students engage in. Permission should be sought from UK2Learn team if you intend to involve your guardianship student in activities that present a specific risk to your guardianship student, for example climbing or go-karting.

Please ensure that you carry out a risk assessment prior to your student's visit detailing any hazards (such as a busy road, a deep pond in the garden, etc.) and make your student aware of the risks. Please remember to complete the Risk Assessment Form that is attached to this Handbook to the UK2Learn office.

All gas appliances are to be inspected annually by a Gas Safe registered plumber, and a Gas Safety Certificate provided to UK2Learn Guardianship. Smoke and Carbon Monoxide alarms MUST be fitted in the house.

A basic first aid kit must be available to the student containing plasters, sterile eye pad, triangular bandages, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.

Cultural and Religious Differences

Most guardianship students have excellent levels of English but we ask you to double-check they understand and take extra time to make sure; just because a student nods in agreement, it does not guarantee they have understood! Please be patient and sympathetic to cultural differences and encourage the guardianship student to talk about their own customs. We will inform you in advance of your student's arrival if there are any special religious considerations.

Whilst many of our students love pets, some students have had very little contact with any dogs or cats and consider them unhygienic and frightening. Please be sensitive to this, particularly when the student first arrives.



Always remember......

CultureValuesRaceCustomsReligionFoodTraditionExpectationsBeliefsLove & MarriageClassSexuality

Gender Special Needs Language

School and Education

It is likely that your guardianship student will have been given homework to complete during their time spent with you. We ask that you check with them about their work and also encourage them to complete it all before they return to school. If you are responsible for collecting and returning your guardianship student to school, Suzie Mackie or the Guardianship Manager will agree the pickup and drop off times with you in advance. If you and the student agree any changes, please inform the UK2Learn Guardianship office as we may need to inform the student's school and/or parents.

UK2Learn remains the primary educational guardian, maintaining contact with the school as necessary and you will not be expected to have any direct contact with the school. However, if your guardianship student chats to you about their school and mention any problems please alert Suzie or one of the guardianship team to any concerns you or the student may have. In limited situations, you may also be in direct contact with the school house staff but we ask you to copy in the UK2Learn office on all correspondence.

Full-time Day Students – Under 16

If you are hosting a full-time day school pupil who is under the age of 16, UK2Learn will inform the Local Authority's Children's Services' Private Fostering Team about its foster care plans for the student six weeks in advance, in writing. The host family must allow a social worker to visit the student and the home so as to make an assessment of its suitability. The host family is expected to live in the home and actively care for the young person. Full guidance is available in our Private Fostering Handbook.

On the student's arrival in the UK, the allocated social worker will meet the host family with the student, parent (and translator where required) and Suzie Mackie will also attend the meeting. Thereafter, the social worker will liaise directly with the host family plus the nominated staff member in school; you are obliged to allow a social worker to visit the student in your home every six weeks to assess its continued suitability and we ask you to keep a clear record of each visit.

UK2Learn Guardianship will endeavour to visit the student at home once a term and will speak to the host family twice a term as a minimum to ensure the standard of accommodation is being met and the arrangements are still satisfactory for the host family and the student.

There should be no more than three young people under 16 (siblings exempt) in the Host. If there are more, this is classified as a children's home and would be subject to a different set of regulations.

Insurance

It is the host family's responsibility to notify your insurance company about hosting a student in your home and to check if any further coverage is needed; you should have insurance in place that offers cover for paying guests. We suggest doing this for your car insurance as well. It is advisable to ask for written acknowledgement from the companies concerned.



UK2Learn Guardianship remains legally responsible for all the undertakings of the student's guardianship; every host family is therefore protected by UK2Learn's public liability insurance; however, if the host family is found to be responsible or negligent, UK2Learn's insurance will not apply and the host family will need to rely on its own insurance.

The student's parents are advised that they are responsible for making certain that the student is adequately insured within the United Kingdom in the event that he/she causes personal injury, loss or damage to members of the host family or other third parties. They are also responsible for insuring the student's belongings such as mobile telephone, computer, musical instrument, watch, sports or other equipment.

Tax Liability

You are currently entitled to earn £7,500 per year from hosting students without incurring any tax liability. This amount is separate to any other form of income you may earn.

For further information please refer to the HM Revenue and Customs Website: https://www.gov.uk/rent-room-in-your-home/the-rent-a-room-scheme

Occupants in the House

You must inform UK2Learn if there are any other students, lodgers, or additional family members who will be staying in your house during the students stay with you. See Additional Occupants Form attached to this Handbook.

Changes to your Circumstances

Please advise UK2Learn of any changes to your circumstances as soon as possible. In particular, this includes changes to those in residence at your property.

Training

UK2Learn Guardianship will provide online safeguarding training - Introduction to Safeguarding Children (formerly referred to as Level 1 Safeguarding) - to the primary carer in the host family and, thereafter, annual refresher courses.



UK2Learn Guardianship Policies

UK2Learn Guardianship has an extensive list of safeguarding documents available to support you and these policies are available under the Policies section of our website at www.uk2learn.com or a hard copy can be sent by post.

Child Protection Policy

UK2Learn has a comprehensive Child Protection Policy (which includes guardianship students over 18) in accordance with all pertinent regulation, including the Safeguarding Vulnerable Groups Act (SVGA), 2006.

Absent or Missing Student Policy

This policy is designed to be implemented in cases where students (under the age of 18) are believed to be absent or missing from the care of UK2Learn Guardianship. The purpose of the policy is to help locate the student by the fastest and safest means possible and return them to an approved location. UK2Learn Guardianship is wholly committed to safeguarding and promoting the welfare of all students under their Guardianship.

Behaviour Policy

At their first meeting with one of the UK2Learn your student will be provided with a Student Handbook. Clear guidelines are given in the handbook on conduct and behaviour whilst staying with a host family and reflect the guidelines of care in this handbook.

Complaints Procedure Policy

You should notify Suzie Mackie in writing in the event that you wish to make a complaint about UK2Learn's Guardianship service. UK2Learn will handle all complaints as swiftly and comprehensively as is reasonably possible. Any issues regarding the welfare of the guardian student will be dealt with immediately.

Data Protection Policy

This policy outlines UK2Learn Guardianship's commitment to the protection and integrity of data held on individuals (staff, students, clients and other individuals) in compliance with the Data Protection Act 1998. The Act defines UK law on the processing of data on living, identifiable people and is the main piece of legislation that governs the protection of personal data in the UK.

Positive Touch Policy

At UK2Learn Guardianship we are a caring community, so we do not regard touch as a negative, but rather 'Positive Touch' when used correctly. Very few people would adhere to a no touch policy if it applied to people they care about.

Professional Code of Conduct

We expect the highest standards of conduct from our employees and volunteers. Any breach of this policy may result in disciplinary action for employees or termination of engagement for volunteers and depending on the circumstances, contact with appropriate outside organisations i.e. the police, or the Disclosure and Barring Service/Disclosure Scotland.



Safe Care Plan

A Safe Care Plan should be adopted for all students with additional consideration to be made for students with food allergies, dietary intolerances, medical allergies and/or learning/physical disabilities. The Safe Care Plan will be made available to the host family who should have due consideration for the safe care of both the student and their own family.

Safeguarding Policy

This policy is linked to UK2Learn Guardianship's Child Protection Policy and describes the policy aims and safeguarding measures. UK2Learn Guardianship acknowledges the duty of care to safeguard and promote the welfare of children and young people and is committed to ensuring safeguarding practice.

Safer Staff Recruitment Policy

UK2Learn is committed to the welfare of the young people in our care. We recognise our legal requirements when recruiting and employing staff and host families to act in any role within the organisation.

Use of IT and Internet Policy

Host families play a crucial role in ensuring that the students who stay with them use the internet and mobile devices in accordance with the guidance contained within the Host Family Handbook. UK2Learn encourages staff and host families to set an appropriate agreement with students in order to supervise internet access and set boundaries about what they can and cannot do online.

Welfare, Health and Safety Policy

To ensure home stay accommodation is safe and comfortable and make clear areas that are out of bounds.

Whistleblowing

UK2Learn is committed to the highest standards of openness and accountability. Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

Prevent and Anti-radicalisation

If you have a concern about a particular student you should follow UK2Learn's normal safeguarding procedures, including discussing with UK2Learn's Designated Safeguarding Lead in the first instance. In Prevent priority areas, the local authority will have a Prevent lead who can also provide support. You can also contact your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to the correct support and advice.



UK2Learn is committed to the following:-

The welfare of the young person is paramount. All children/guardianship students, whatever their age, culture, ability, gender, disability, language, racial origin, religious belief and/or sexual identity should be able to participate in a fun and safe environment.

We will take all reasonable steps to protect young people from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings. All suspicions and allegations of poor practice or abuse as outlined in UK2learn Child Protection Policy will be taken seriously and responded to swiftly and appropriately.

We recognise that all matters relating to safeguarding are confidential. However, all staff – including host families - must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children. The student's rights of confidentiality should be respected and will only be overridden if it is necessary to do so in order to protect the student's safety and welfare. All host families must be aware that they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing.

It is the clear responsibility of any member of staff or host family to immediately report any suspicion or allegation of abuse of any kind to the **Designated Safeguarding Lead (Suzie Mackie) on 07787 556 963 or 01483 425500**.

The 24-hour Childline Service continues to be available on 0800 1111. All calls are free and confidential, and trained counsellors will help any young person with any problem.

Alternatively, you can report your child protection concerns about any adult to the local child protection team: Surrey County Council LADO (Local Authority Designated Officer) + 44 (0)300 200 1006.

Guidance on Responding to Disclosures from Students

- Stay Calm
- Listen carefully to what is said
- Do not promise to keep secrets find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others
- Allow the child to continue at his/her own pace
- Ask questions for clarification only and avoid asking questions that suggest a particular answer
- Reassure the child that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing what was said, as soon as possible, using the child's own word note the date, time
 and names mentioned, to whom the information was given and ensure that all records are signed and
 dated
- Inform the DSL as soon as possible

REMEMBER - IT IS NOT YOUR DUTY TO INVESTIGATE.



SAFEGUARDING PATHWAY

Child Protection is part of safeguarding and promoting welfare and refers to the activity which is undertaken to protect specific children who are suffering, or are likely to suffer significant harm.

Under s.47 of Children Act 1989, significant harm is defined as ill treatment (including sexual abuse and physical abuse) and/or impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural). The Local Authority has a duty to make enquiries where it has reasonable cause to suspect a child is suffering harm.

Under s.17 of Children Act 1989, a child shall be in need if they are unlikely to achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health and development without the provision for them of services by a local authority under this part and/or their health or development is likely to be significantly impaired, without the provision of such services and/or the child/young person is disabled.

What is abuse?

Physical Emotional Neglect Sexual

Signs and Indicators

NeglectEmotionalTired/listlessFailure to thriveUnkemptAttention seeking

Untreated medical conditions Over-ready to relate to others

Medical appointments missed Low self-esteem

Constantly hungry or stealing food Apathy

Overeats when food is available Depression/self-harm Poor growth Drink/drug/solvent abuse

Poor/late attendance Persistently being over-protective

Being regularly left alone or unsupervised Constantly shouting at threatening or demeaning a child

Dressed inappropriately for the weather condition Withholding love and affection Having few friends and/or being withdrawn Regularly humiliating a child

Ill equipped for school

<u>Physical</u> <u>Sexual</u>

Unexplained injuries Age inappropriate sexual

Injuries on certain parts of the body behaviour/knowledge/promiscuity
Wary of adults/running away from home Eating disorders/depression/self-harm

Injuries in various stages of healing Unexplained gifts/money

Injuries that reflect an article used

Stomach pains when walking or sitting

Flinching when approached Bedwetting

Reluctant to change Recurrent genital discharge Crying/instability Sexually transmitted disease

Afraid of home

Behavioural extremes Apathy/depression

Wanting arm and legs covered even in very hot weather



Additional Occupants Form (including detail of pets):

The following table has been provided in order for you to complete of the UK2Learn Agreement. If you require more space please use the available space below the table:

	FULL NAME/PET NAME	GENDER M/F	DATE OF BIRTH XX/XX/XXXX	RELIGION or PET TYPE and BREED	OCCUPATION including F/T, P/T
1					
2					
3					
4					
5					
6					
7					
8					



Risk Assessment Form:

Please consider the potential risks in your home and immediate neighbourhood and consider how you may keep your student safe.

Name:		Address of host:
	T	
Examples	Risk	Action to minimise risk
Neighbourhood		
Bathroom		
Sitting room		
Bedroom		
Hallways		
Corridors		
Gardens		
Outbuildings		
Pets		
Kitchen		
Other risks		
identified:		