**Homestay Handbook**

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1. KEY INFORMATION

This handbook is designed to be guide on what you can expect when hosting overseas students and what is expected of you as a host family. As a Jenkins Enterprises host family, you are providing a very important service to our clients. As well as representing Jenkins Enterprises, you will play a large part in ensuring the students have an enjoyable time in the UK, in a safe and supportive environment.

You will be visited by a Jenkins Enterprises` staff member, who will be looking for warm, comfortable, safe and hygienic conditions conducive to study and relaxation. We rely on your continued support to enable us to deliver (and continue delivering) a high level of service - you are an essential partner and we very much appreciate your input. The role of a host family and relationship with students can be a delicate one on both sides with a responsibility on both parties to understand and respect some cultural differences and religious differences.

If you have any questions or concerns regarding anything mentioned below, please get in touch with us.

* ABOUT Jenkins Enterprises

Founded in 2020, Jenkins Enterprises offers unique and bespoke tailored services in all aspects of student guardianship and independent education. Our main aim is ensuring all students have a safe and enjoyable time in the UK, while reaching their full academic potential.

Address:9 Darwell House, Essex Road, Basingstoke, RG21 7BN, UK

1RA, +44 0 7542536256 (Monday to Friday: 09:00 – 18:00)

Emergency Telephone: +44 0 7542536256 (out of office hours)

Email:infoukschools@gmail.com

**Jenkins Enterprises** is intending to move forward to Gold Standard Accreditation of AEGIS, you will be asked to take part in an online questionnaire as part of an AEGIS inspection.

1. INTRODUCTION TO HOSTING STUDENTS FROM OVERSEAS

Jenkins Enterprises needs host families to place our students when schools are closed for half terms and exeat weekends. We will match you as closely as possible to the student in terms of the student’s requirements and interests. We try, where possible, to place students in the same host family for all their stays in order to provide consistency, but changes can occur.

Your visitor will normally be attending a private boarding school in the UK. During half terms and exeat weekends, the boarding houses close giving staff and students a break, and the students are required to have alternative accommodation arrangements. Parents often choose host family accommodation because it offers safety, a 'home away from home' in a family atmosphere, where students can practise their English, learn about another culture, and be treated as one of the family.

When your student first arrives at your home it is therefore important to be welcoming and understanding, as staying in an unfamiliar environment can be an anxious time for a young person whose family lives in another country. Although students will sometimes spend time in their room working or playing, access to your living areas to watch TV, chat with your family or relax is invaluable.

LANGUAGE

Most students are here in the UK to study for exams, such as GCSEs and A-Levels, in English, and their spoken English language is excellent. However, this is not always the case, and patience and understanding is required if students have a low level of English.

CULTURE

Going to a new country and being part of a new culture can be confusing and difficult for some students. They will be used to certain British customs which they have experienced at school; however, it may be their first time living in a British home so please be patient and explain various customs if necessary.

The English love their pets, but this is not often shared by people from CIS countries, China and the Far East. Sometimes the 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.

DAY STUDENTS

Although most students live in boarding schools, on occasion we may ask you to host a day student. These are students who attend school in the UK but do not board at the school. The student will go to school every day and return to your house every evening. The same level of care is expected from the host family for long-term day school students as short-term boarding students.

 DEALING WITH HOMESICKNESS

Students thousands of miles from home may well be suffering from feelings of mild alienation or even culture shock. Providing a friendly and secure ‘base’ is a vital part of helping them overcome these feelings. When people are surrounded by a different culture where everything (including the language) is new and potentially confusing, they go through changes of mood and attitude before coming to terms with their new environment. You may find that your students become homesick as their time in the UK progresses. Culture shock may manifest itself in a wide range of behavior, including confusion, withdrawal, tiredness and anxiety. Providing a comfortable and welcoming home will go a long way to overcoming such culture shock. If you have a homesick student, alert the academy and ask us for support. Ask your student to talk to you about home and get them to show you photographs of their family.

1. YOUR RESPONSIBILITIES AS A HOST FAMILY

STUDENT'S GUARDIAN

During the times that you are hosting, your responsibilities are to protect, care for and provide food and lodging for your student on a day-to-day basis. The overall guardianship responsibility remains with Jenkins Enterprises, whom you should contact whenever a situation arises in which you are uncertain as to the appropriate action to take. Untoward occurrences, such as hospitalisation, unexplained student absences or other situations affecting student safety, should be reported to Jenkins Enterprises immediately.

SCHOOL CONTACT

You will not normally be expected to instigate contact with a student's school or to attend school occasions, which is a role undertaken by Jenkins Enterprises. If there was a need for the host to contact or visit the school, it would be at the instigation of Jenkins Enterprises and with the agreement of the host.

HOST FAMILY REQUIREMENTS

Jenkins Enterprises requires the following documents from host families before we can place any students with you:

* + 2 photo IDs
	+ 2 references (one personal, one professional from people who have known you for over 2 years)
	+ Enhanced DBS Certificates for all persons aged 16 and over living at the premises\*
	+ Homestays are expected to undertake online child protection training and to repeat this training every 3 years. We will send you the links for the training courses. Jenkins Enterprises will also provide safeguarding update training annually.
	+ Gas safe certificate issued in the past 12 months
	+ Insurance certificate(s)

 We will also need to check that you have working smoke alarms and carbon monoxide detectors. Smoke alarms should be on each storey of the house.

\*If you are not signed up to the DBS (Disclosure and Barring Service) update service, we will need to apply for the DBS certificates on your behalf and the fee (approx. £50 per certificate) will be payable by the host family. Copies of the following documents will be needed: passport, driving licence, proof of address and National Insurance number.

You will also be asked to sign a contract, complete a self-declaration and medical declaration form on an annual basis and notify Jenkins Enterprises if anything contained within self-declaration or medical declaration changes.

Please provide us with at least one month’s notice if you wish to terminate the contract.

Please be aware that in some cases, a student’s school may wish to visit your house, and an AEGIS representative may also ask to visit you at the time of a Jenkins Enterprises inspection. Your cooperation at these times will be much appreciated.

1. WHAT A STUDENT CAN EXPECT FROM YOU

BEDROOM

Each student should have his or her own room or share with someone of a similar age and of the same sex (with parents` permission only). It is prohibited for students to share a double bed. If students are sharing a room, please introduce them, remind them to be respectful of each other and their belongings and ensure that they understand that they can approach you with any issues.

Jenkins Enterprises must be made aware of all students' sleeping arrangements in your house, so please confirm these to us in advance, particularly if there are students from alternative organisations.

AEGIS guidelines suggest a maximum total of three students in a host family at any one time. Three is the maximum number of students for you to host at any one time, also when students under the age of 16 are in the care of a homestay, no students over the age of 20 are allowed to be hosted either by **Jenkins Enterprises** or another guardianship organisation working within the same homestay.

**The students need to have:**

* 1. A comfortable bed.
	2. Clean, warm bedding and a bath towel (for longer-term students these should be changed weekly).
	3. Storage area to put their belongings.
	4. A table/desk and chair with good lighting for working, ideally in their bedroom.
	5. Adequate heating and lighting

BATHROOM

Most students are used to taking daily showers. Discuss suitable times for them to use the bathroom, and make sure your student knows how to use the shower (e.g. keeping the shower curtain inside!), toilet facilities, and where to put any rubbish. Also, if appropriate, make sure you explain the arrangements for disposing of sanitary items.

You may wish to suggest a maximum time for a shower – e.g., 10 minutes, as at home they are often used to unlimited hot water. However, students must have access to sufficient supplies of hot water. Ask them to leave the bathroom clean and tidy. Please inform the student of any guidelines you may have to ensure privacy for the student and members of your family.

Students should have sufficient privacy and there should be a lock on the bathroom door.

MEALS

Talk to your student about meals, as food is probably the BIGGEST area of comment by students! Food in schools nowadays, is of a good standard, plentiful, varied and nutritionally balanced. That said, although they may not express it, good home-cooked food is hugely appreciated!

Host families will have been informed of any food allergies and in some cases, of dislikes. This means hosts can pre-plan food menus, which in turn allows some purchasing of food in advance. We suggest that you also speak to the student on their arrival about mealtimes and the types of food that they particularly like. Students generally require full board accommodation, and as a guide will expect the following:

* Breakfast - At school, a cooked breakfast will be available daily, so the offer by a host of an egg and/or bacon (perhaps a bacon sandwich) and or baked beans is usually appreciated. As an alternative, offer some combination of fruit, yogurt, cereal, toast and muffins. Teenage students are often ready for a lie-in in the mornings and therefore a late breakfast is common.
* Lunch - At school, lunch is the main meal of the day. That said, for most UK households, lunch is a lighter meal. A compromise between these two is for a lunch such as jacket potato with cheese, pizza with salad BLT, pasta with sauce, hotdogs or soup and bread. When a sandwich is offered, it should have plenty of fillings with perhaps salad and crisps on the side.
* Fruit, cake or something sweet should also be available for dessert.
* Dinner - Dinner should ideally be taken with the family, and consist of at least two courses, e.g. a main course of chicken, fish or red meat with vegetables and a dessert. Popular main courses would include roast chicken with potatoes and vegetables, stir-fried vegetables with noodles and prawns, lasagne with salad and garlic bread, fish fillets with chips and peas, bangers and mash with vegetables or a BBQ. Dessert might be a fruit pie or crumble, fresh fruit salad and ice cream, choc-ices, cake or jam doughnuts with custard. If you are lucky, the student may even offer to cook a meal for your family one day!
* Snacks - Students should not expect to help themselves and 'snack' in between meals, but encourage them to ask. If hungry (teenagers are often growing fast!), something like biscuit or cake or some fruit should be available. A hot drink and a biscuit before going to bed would be appreciated, especially if the dinner is early.

Sometimes, the student's table manners cause a little concern. Remember, for some of them, they have only just become accustomed to using a knife and fork (they may have only used chopsticks before).

The Student Handbook explains some typical British customs and manners including not leaving the table until everyone has finished and helping to carry the plates to the kitchen at the end of the meal.

Please remember to discuss meal times with the student on arrival so they know what time they need to be home/available. Students are told to give at least 1 day’s notice if they wish to miss a meal and eat elsewhere.

INTERNET ACCESS

Students now expect access to an internet connection, preferably wireless. All schools provide this but do limit use and monitor it carefully. The internet should only be used for academic work and also to stay in touch with their family and friends during the holiday period.

Unrestricted Access - There is increasing concern about the dangers to young people of free and unrestricted access to the Internet without appropriate controls. We would advise hosts to limit access in the best interests of the student. For example, wireless Internet could be switched off overnight if necessary.

Students are told not to download or stream large files, such as films, games and music, as this can lead to problems with your normal access but it can be difficult to monitor this. Host families should feel free to switch off the internet if it is being used excessively or at unsociable hours.

With younger children we suggest they only use their devices in communal areas and only for a limited amount of time each day and certainly not at night time. With older students we suggest the rules are much more flexible. They will all want to spend quite a lot of time connected to the WI-FI and do remember the time difference when they are communicating with their families or friends back home. For some this might have to happen late at night or early in the morning. Try to keep a watchful eye on what they are accessing via the internet although we understand that is not easy. They should not be using your own PC or other devices – we would expect them to have their own.

If you have any concerns about internet usage, please contact **Maryna Jenkins** and refer to our **Cyber-bullying** and **E-safety Policies** which contains links to several websites providing useful additional information and support for staff and carers to keep children safe online.

**Online Safety Policy:**

<https://docs.google.com/document/d/1rS52AEsdvz5hgBmwOcMTgJIMI2itqTyRgDQwDzoOopk/edit>

**Data Protection Policy:**

https://docs.google.com/document/d/17o-NjAUmbIq-pu7vAsuLcItlGs1eQtQ5/edit?usp=share\_link&ouid=105666219977092442053&rtpof=true&sd=true

Students should not need to use your telephone landline, although some have pre-payment cards to ring home to their parents. They should always ask for your permission.

LAUNDRY

Particularly over a half term, students will have some laundry that requires washing. Please let your student know where they can put their laundry and the days that you use your machine.

COMFORTING STUDENTS IN DISTRESS

Students in your care may feel homesick or nervous about staying with a family they do not know. We would urge hosts to speak to the student calmly to try to discover the reasons they are feeling the way they are and to try to make them feel as comfortable and welcome as possible. If you suspect, discover or are told that a student in your care is dealing with the effects of bullying behaviour, please remember that they may be feeling scared, embarrassed or ashamed, and they may be worried about what will

WHAT YOU CAN EXPECT FROM THE STUDENT

* STUDENT GUIDELINES

Students as well as host families have guidelines on staying in a host family, and although they are paying guests and don't have particular duties or chores, they are expected to be polite and courteous, and you should give them friendly guidance on this if required. It is likely that your student will have a lot of school work and possibly revision to do during the holiday period, so they may spend more time in their bedroom than you would expect.

* CURFEWS

If your student goes out, you should always know their plans, return times and exchange telephone numbers. Students are told to always contact their hosts if there is a change to plans.

Jenkins Enterprises` has guidelines on times that students need to be home by.

* 15 and under: Must be accompanied by an adult member of host family
* 16 and 17: Must be home by 10pm at the latest
* 18 and over: Must be home by 11pm at the latest

Jenkins Enterprises`suggests that student bedtimes should be as follows:

* 12 and under 9pm
* 13 – 15 10pm
* 16 – 17 10:30pm
* 18 and over 11pm

PERMISSION FOR VISITING THE LOCAL AREA / SHOPS/ TRAVELLING FURTHER AFIELD / EXCURSIONS

Students aged 16 and over are aware that they need to inform their hosts and Jenkins Enterprises if they would like to go out by themselves or with friends to visit the local area. If they would like to travel further afield (e.g. to another city), Jenkins Enterprises must be informed in advance and we will seek permission from the student’s parents.

 If you would like to take a student out for an excursion (e.g. a day trip or cinema/theatre visit), please let us know. If this will incur any additional charges, this must be agreed in advance with Jenkins Enterprises.

 If a student informs you that they would like to go out and you have concerns about their safety or whether it is permitted, please contact us straight away and we will be happy to advise.

 LEAVING A STUDENT UNATTENDED

 Homestays should adhere to NSPCC advice18 on adult supervision and ensure that children under 12 years old shouldn't be left home alone.

• Children over 12 years old can be left alone for short periods of time, only if they feel comfortable with the arrangement.

• Children under 18 years old shouldn’t be left alone overnight (ideally no student should be left alone overnight).

• Children should never be left in a home that could put them at risk – like with no electricity or heat, or with dangerous objects.

**NOT ALLOWED!**

**Staying away overnight is forbidden unless specific permission has been given in advance by Jenkins Enterprises, normally with the consent of the student's own parents.**

**Friends of students are not allowed to stay with you unless Jenkins Enterprises has approved temporary guardianship in advance. This is for legal and insurance reasons.**

**Students are not allowed to smoke and students over the age of 18 may only drink alcohol with your express permission and under your supervision. If you have any other concerns please contact us immediately.**

* 1. WHAT YOU CAN EXPECT FROM **Jenkins Enterprises**
* COMMUNICATIONS

Arrangements regarding the student, school and transfer times will be confirmed to you in writing by email prior to arrival. We will visit your house each year and you can contact Jenkins Enterprises at any time should you have any queries or concerns.

* SUPPORT

If you have any questions or concerns, you can ring office on **07542536256** (office hours are 09:00 to 18:00) or send an email to **infoukschools@gmail.com**.

In the case of emergencies, which should only be escalated when a situation arises that needs to be resolved prior to the next working day, please phone  **07542536256.** This service is available 24 hours per day.

* PAYMENT

Jenkins Enterprises has a contract with Hosts International (host family provider), and all payments will be made by Hosts International, and all contractual arrangements between you and Hosts International will be applied.

Any additional claims (e.g. expenses for day trips or buying something the student asks for) must be agreed with **Jenkins Enterprises** in advance and included in your invoice.

* COMPLAINTS PROCEDURE

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant **Jenkins Enterprises** staff member who will:

* Keep a record of the complaint and any action taken;
* Respond to all complaints or concerns within 24 hours;
* Investigate the concern or complaint;
* Report back to the complainant within 28 working days.

 If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing to **Maryna Jenkins** shewill:

* Keep a record of the complaint and any action taken;
* Respond initially to the complainant within 24 hours;
* Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
* Report back to the complainant formally in writing no later than 28 working days;
* If the issue remains unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by **Jenkins Enterprises**, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

**Yasemin Wigglesworth**

Executive Officer Association for the Education and Guardianship of International Students (AEGIS)

The Wheelhouse, Bond’s Mill Estate, Bristol Road, Stonehouse, Gloucestershire,GL10 3RF

+44 (0) 1453 821293

www.aegisuk.net

**Complaints policy:**

<https://docs.google.com/document/d/1IYRgrA72HCZ5PFNyNLh0zlOOULr0_k-3/edit?rtpof=true>

7. OTHER INFORMATION

* HEALTH AND SAFETY

It is your responsibility to make sure all electrical appliances are safe, particularly in the student’s room. We recommend PAT testing appliances annually.

Smoke alarms and carbon Monoxide Detectors must be fitted in the house.

There must be a carbon monoxide alarm in any room containing a gas, liquid or solid fuel burning appliance.

It is also essential that your gas boiler and any other gas installations are serviced annually and that you provide Jenkins Enterprises with a copy of the Gas Safety Certificate by post or email. Gas certificates should be landlord gas certificates. This is a legal requirement according to.<https://www.hse.gov.uk/gas/landlords/safetycheckswho.htm>

Explain to the students basic fire escape routes, access to the outside doors, and the location of any necessary keys.

Please also ensure that they know to dial 999 for Police, Fire or Ambulance should any such emergency arise whilst they are staying with you.

**Jenkins Enterprises** will visit each host family at least once a year to offer support and to recheck the points above at a mutually convenient time. Suitable notice will always be given.

* CONTACT DETAILS

**Mobile Phone Numbers:** Swap numbers with all students you are hosting, so they are known to all parties, as well as your landline and any other useful contact numbers. As host, you should at all times know where your visitor is and be able to contact him/her if required.

**Update Host Details:** Please note that it is also your responsibility to update **Jenkins Enterprises** of any changes in your contact details or host profile, and to notify us of any changes in the household residents, such as family members, lodgers or long stay guests arriving or leaving.

STUDENT ILLNESS

In case of student illness or accident, take the same precautions as you would with your own child. If in doubt, your first course of action should be to contact your family doctor in the usual way. The student will have been registered with the NHS by the school. If the illness is more serious and/or you need to take the student to hospital, you should immediately contact the Jenkins Enterprises` office or ring the Jenkins Enterprises emergency number: 07542536256. We will liaise with the parents and school on the most appropriate course of action.

HOUSEHOLD AND CAR INSURANCE

**Jenkins Enterprises** has professional liability and indemnity insurance, but host families must have household contents insurance. Standard policies include cover for accidental damage by visitors and third party liability insurance. Please inform your insurer that you will have a student visitor in your home.

Standard car insurance policies cover the holder for a minimum of third party claims whilst the car is being used for domestic, social and pleasure purposes, but not for business. If in doubt, you should consult your insurer. Please also note that we regard it as your duty to ensure the use of car seat belts when you are transferring students in your car. In case you are transferring students below the age of 12 or smaller than 135cm tall you must normally use a child car seat. For more information refer to <https://www.gov.uk/child-car-seats-the-rules>

BEHAVIOUR AND ABUSE

We do not accept any abusive behaviour by staff, students, host family members or visitors (this includes unkind words, messages and actions, verbal, mental and physical abuse, taking or damaging someone else’s things, violence or anger towards another person, talking to/about people in an unkind way, teasing, harassment, bullying).

Students are all given a handbook containing clear guidelines on conduct and behaviour. If you have any concerns about a student’s behaviour, please inform **Jenkins Enterprises.**

**Our Anti-Bullying Policy:**

[**https://docs.google.com/document/d/1XRLklAV4apmF7c\_J9FPGJx1eTazC6Esu/edit?rtpof=true**](https://docs.google.com/document/d/1XRLklAV4apmF7c_J9FPGJx1eTazC6Esu/edit?rtpof=true)

**and Anti-Radicalisation Policy:**

[**https://docs.google.com/document/d/1r1\_WVxOwTnmz18GNu527szHIkAIyD1Gg/edit**](https://docs.google.com/document/d/1r1_WVxOwTnmz18GNu527szHIkAIyD1Gg/edit)

MISSING STUDENT

Unexplained student absences or other situations affecting student safety should be reported to **Jenkins Enterprises** immediately. Specifically, should a student we have booked in with you not arrive within 2 hours of when you are expecting them, it is your duty to advise us of this matter and we will take all necessary actions to locate the student.

In cases where students are believed to be absent or missing from the care of **Jenkins Enterprises** the Missing Student Policy must be implemented.

**Our Missing student policy**

 **https://docs.google.com/document/d/1O1oNL2UslwfkX70D8XceLuLkXWHhdmTZ/edit**

8. CHILD PROTECTION POLICY

The safety and welfare of children, or Child Protection, means protecting children from physical, emotional or sexual abuse or neglect. **Jenkins Enterprises** is committed to the protection of all children in its care. Our aim is to ensure at all times a caring and secure environment in which students feel safe, respected and valued. We have a policy of trust, openness and clear communication between students, school and **Jenkins Enterprises** staff and our host families, so that the student's welfare is the top priority.

If you have any concerns, the Designated Safeguarding Lead (Child Protection Officer) is Ms **Maryna Jenkins**, who can be contacted at the **Jenkins Enterprises`** office on **07542536256.**

As a host family, you will be expected to protect the students that you host and you will be required to have a valid Disclosure and Barring Service (DBS) check at enhanced level (formerly CRB disclosure) for each and every member of the household aged 16 or over who will be present whilst students are staying with you.

**Safeguarding Policy**

**Jenkins Enterprises** has a legal duty of care toward young people who use our services. We have a policy and procedure in place to help protect our students from harm and for reference in case something goes wrong. All staff members are responsible for students’ safeguarding.

If you would like to speak to someone or report a safeguarding issue, please contact one of the officers in the school and/or **Jenkins Enterprises.**

Useful telephone numbers: **NSPCC 08088005000 Child-line 08001111**

**Jenkins Enterprises** Ways of Safeguarding

* Respect students’ rights and privacy
* Entering the Student’s Bedroom (appropriate, respectful, knocking and allowing privacy)
* Bedtime routines and respect for privacy
* Parents have to send a consent / registration form where rules and contact details are provided.
* Students under the age of 16 should never be accommodated with the students of age of 20 or older, being hosted by Jenkins Enterprises or another guardianship organisation working within the same homestay.
* It is not possible to host any other paying guests or run a Bed & Breakfast facility whilst looking after **Jenkins Enterprises’** students.
* **Jenkins Enterprises** works with a transfer provider who only uses licensed and DBS-checked drivers.
* Regular contact with students.
* **Jenkins Enterprises** only places under 18 students with families where each and every member of the household aged 16 or over will be DBS-checked.
* **Jenkins Enterprises** ensures that under 18s return by curfew times by educating the students, parents and host families. If a student does not return home by the specified time, the host must call the student and if necessary, inform Jenkins Enterprises via the emergency number.
* On occasion, under 18 year olds may be placed in residences, but only when in groups and after ensuring they comply with our safeguarding policy (a responsible and DBS-checked adult must always be present, especially overnight). When staying in residential accommodation the ratio of residential adults to student will be at least 1-20 for students aged 12-17 and 1-15 for students under 12.
* Following safer recruitment practices and ensuring all roles involving responsibility for or those with
* substantial access to under 18s will have suitability checks, for example with the Disclosure and Barring Service (DBS). These roles include teaching, administration, social activities and management staff.
* **Jenkins Enterprises** ensures that management and all staff are trained to a minimum safeguarding level 1 and that students are aware of safeguarding arrangement.

More information: <https://docs.google.com/document/d/1OSTHZKe95AAcc4myaqWzt8RFXcej7q-m/edit>

**Code of Conduct – what Jenkins Enterprises` staff must do**

DOs:

* Actions: behave appropriately (actions, dress code, language), work in an open environment, be alert for signs of abuse, maintain a safe, professional distance in all relationships with students, treat young and vulnerable people with dignity and fairly, actively prevent learners from accessing any form of inappropriate material, educate students on E-Safety.
* Accommodation: inform students in advance if you wish to clean or inspect their bedrooms. If sharing the same accommodation with under 18s, prepare a bathroom rota in order to ensure they have their own privacy.

DON’Ts:

* Actions: don’t leave young persons alone if they under your supervision, socialise with young or vulnerable learners on occasions when it does not constitute part of your normal duties (on or offline), use any visual, audio-visual or written material that exposes young people to harm (be it physical, emotional or sexual), give young or vulnerable people prescription drugs or medication (without their parent’s consent), drink alcohol, smoke or use drugs when working with under 18s (nor make jokes with reference to them).

**Safeguarding Procedure**

Information that shows an adult may have:

* behaved in a way that has/may have harmed a child;
* possibly committed a criminal offence against or related to a child;
* behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child.

Types of abuse: grooming, sexual abuse, emotional abuse, physical abuse, neglect, controlling, coercive and threatening behaviours.

If you have a concern about any of the above, please contact one of the officers at school or **Jenkins Enterprises** as these concerns should be reported immediately to the DSL.

It is not for staff to decide if the allegations are true or not. Their role is only to listen, report to the authority as accurately as possible and allow the official procedure to then take over.

9. HOSTING TIPS

Some students are very shy when they first stay with their host family and find the whole idea of living and interacting with a family rather daunting. Other students may prefer to stay in their room working or relaxing. This does not necessarily mean they are unhappy; they may well be exhausted after a really busy few weeks at school and be revelling in the fact that they have finally got some privacy and quiet! However, if you find things are really not working out, then contact Maryna Jenkins and she will support you to find a solution. If there were an incident with your student, you may only use reasonable, appropriate and lawful means of control and contact to provide comfort if in distress and to maintain safety and good order within the home. If, for example, your student is upset it might be appropriate to put an arm around them to comfort them and to sit with them for a while, but try to do this in a communal area rather than in the student’s bedroom. In the unlikely event that you had to use any form of physical restraint then you must contact Maryna Jenkins immediately to explain the circumstances. Under no circumstances must physical punishment be used.

DON'T WORRY if the students want to spend some time 'chilling out', lying in or playing computer games. School life can be very busy, and some relaxation time is often what is needed.

Please treat your student, as you would wish your own children to be treated if they were staying with a host family, and hosting will be a rewarding experience.

Most students are interested in the host family they are staying with and like to chat about experiences in their own country and here. But they are away from home and in unfamiliar surroundings, and time can pass slowly. It is good to involve them in helping you around the house, perhaps asking them to set the table, fill the water jug, calling other students or family members to the table, make tea or coffee for everyone and hand round the biscuits, etc.

Try them on a few of the following family activities:

* Cinema or theatre visit
* Visit to town centre, supermarket or local shopping centre – many students love shopping!
* Physical Exercise: swimming, tennis, football, basketball, bicycle ride
* Arts and crafts: - painting, drawing, music - many students play a musical instrument, knitting, making Christmas decorations or cards, sewing napkins
* Cooking - Looking up recipes, get them involved in a menu for dinner!
* Helping around the house and garden, assisting in washing the car, hanging out washing, sweeping leaves, or posting letters in the nearby post-box
* Seasonal Events - Pumpkins for Halloween, Guy and bonfire for November 5th
* Nature - Making nesting boxes for birds out of odd pieces of wood, planting seeds
* Games - Monopoly, Scrabble and games to help improve the student's English vocabulary - e.g. how many items can you name in the kitchen, garden, bathroom, etc.

If you have any concerns either before or during your student's homestay, please do not hesitate to contact us.

10. ADVICE FOR HOSTS DURING PANDEMIC

As well as responsibility for yourself and any family, if you accept students into your home you also have a duty of care towards them. Firstly, it is essential you are comfortable with accepting a guest into your home, you understand and have assessed the risks and are happy to proceed. Please do not accept a booking if you have any underlying health issues which may place you within the ‘high risk’ group, have received medical advice to remain socially distanced or there is any other reason why an additional person should enter your household.

As a host, it is important for you to make your own decisions and arrangements related to your own situation. You should take a risk-based approach as the situation develops and you should monitor the situation closely. Any actions and services that relate to the health and safety of you, your family or your guests should always be your top priority. Please take a proactive approach, for example, do not accept a booking only to cancel it later because you are uncomfortable about having someone in your house. Please consider the situation, the risks and how you feel prior to agreeing to accommodate a student.

The home can be a hub for spreading diseases and viruses. If one person within a household catches a virus, there is a high chance others within that household will also catch the same virus. If you are a host and are accommodating a student(s) you should clean more often than usual and use disinfectant cleaning products.

As a host you should take steps to limit the possibility of transmission and help your student(s) feel safer:

* You should make arrangements for the cleaning and disinfecting of surfaces like front-door handles, as well as common areas of the home such as living rooms and kitchens.
* Ventilate shared kitchens, bathrooms and common/sitting areas as much as possible.
* All residents in the house need to clean the bathroom and kitchen after each use by wiping surfaces they have come in contact with. Please, therefore, ensure you have hand-sanitiser/soap/cleaning products etc located around your home/readily available.
* Consider the use of a rota system for using all shared facilities, especially bathrooms and kitchens.
* Whenever possible ensure you have Wi-Fi available to allow students to access advice and guidance.
* Familiarise yourself with the Public Health England guidance on COVID-19 and ensure you follow the guidance.
* Make sure your students have comfortable workstations/desks in their rooms as they are likely to spend more time than usual in their rooms and are likely to need to study more outside of the classroom than previously.
* Make sure that there are adequate arrangements in place for waste collection within the house i.e. you will need more bins than usual, the bins should have lids where possible and be emptied regularly.
* If someone within the house is showing symptoms all waste (bin bags) should be double-bagged and stored for 72hrs in a non-communal area before being touched by another member of the household, even to be disposed of unless you are able to dispose of the waste while wearing suitable PPE.
* Make sure that all statutory legislation is applied as much as it can be and keep up to date on government advice and legislation.
* Keep in mind that the students staying with you will be looking to you for advice on what to do, especially in extreme circumstances like quarantine. One of the best things you can do is stay calm, be prepared, and communicate clearly. Please contact us if you require any further advice or information.

It is also advisable to follow the following general advice to limit the risk of contracting and spreading the virus:

DO:

• Wash your hands with soap and water often – do this for at least 20 seconds.

• Always wash your hands when you return home from being outside.

• Use hand sanitiser gel if soap and water are not available.

• Avoid touching your eyes, nose, and mouth with unwashed hands.

• Try to avoid busy or crowded places whenever possible. When you do have to come into contact with other people e.g. supermarket, public transport etc, keep 1m plus from other people and wear a mask whenever possible.

Specific Advice Concerning Student Arrival

When the student arrives at your home that person will be becoming part of your ‘household’. In the current climate with recently social distancing restrictions lifting, this is bound to be a slightly unusual experience and both you and the student are likely to have some form of nerves and concern. It is therefore important to address this in an open manner to ensure everyone in the household (including the student) is happy and comfortable with the new situation.

It is advisable to sit down with the student just after arrival to discuss the virus, how the arrangement of sharing accommodation and living together will work and provide reassurance to each other. Please bear in mind that the student is a paying guest, they have likely travelled a long way, are nervous and are still getting used to their new environment. It is therefore essential that this does not seem like an inspection or the laying down of the law. Instead, it is a friendly discussion to explain how the house works, where things can be found e.g. soaps, the towel for the student to use etc and to make you both feel comfortable.

You may wish to show the student that you are not experiencing symptoms and for the student to do the same for you. With this in mind, you may wish to use/buy a digital thermometer. Again, it is essential the student does not feel uncomfortable or that they are being inspected so approach this situation in a sensitive manner and with respect. It is advisable to acknowledge the student might be nervous about you so to take the lead, showing your own temperature first and asking the student to follow. It is likely the student will have already had their temperature taken upon departure, upon arrival and again when they attend school meaning this previously highly unusual practice may not be second nature to them and will not be as awkward as you might imagine. If you are both able to display that neither of you are experiencing symptoms, it might help to ease any initial anxiety caused by the unknown and to move on to more practical issues such as those listed above in the advice for hosts.

What to do if Someone in Your Household has Coronavirus

The official advice on what to do if someone in your household (including your students develops symptoms of coronavirus is changing as more is known about the virus and medical advice progresses.

In general, it is good advice to wherever possible if you experience symptoms to separate yourself from other people in your household.

* If you share a toilet and/or bathroom, it is important that you clean them after you have used them every time. For example, you should wipe surfaces you have come in contact with. You could consider drawing up a rota for showering/bathing, with the person self-isolating using the facilities last. Then they should thoroughly clean the shower, bath, sink and toilet.
* If you share a kitchen with others, avoid using it whilst others are present. Take your meals back to your room to eat. If you have one, use a dishwasher to clean and dry your used crockery and cutlery. If this is not possible, wash them using your usual washing up liquid and warm water and dry them thoroughly, remembering to use a separate tea towel.
* You should only use your own toothbrush and use separate eating and drinking utensils. This includes cups and glasses in the bathroom and bedroom, dishes, drinks, towels, washcloths and bedlinen. You should not share these items with other members of your household. Make sure that you thoroughly clean the area you have used with an anti-bacterial cleaning fluid.
* Most importantly and as quickly as possible to follow government advice on getting tested for the virus and quarantining yourself.

12. GUARDIAN`S RESPONSIBILITY

* The guardian should be a 24hr point of contact in an emergency
* The guardian should be available to accommodate pupils during school holidays, if required
* Liaise with the school over pastoral matters and keep regular contact with parents
* Arrange transport from the airport and assist with visa applications if required
* Manage student's personal allowance and arrange payment of any additional school expenses

The guardian`s responsibility during pandemic:

The guardian will ensure that the student or parent completes the relevant online form via the link below before arrival in the UK. The form cannot be submitted until 48 hours before arrival in the UK. The student will need to carry a copy of the completed form with them and the form will be required on arrival at the UK border, either a printed version, or a copy on a mobile phone. The government will use this information to make contact if the student or someone who travelled with the student develops COVID-19 symptoms, and to check that the student is self-isolating for the first 10 days.

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

The guardian is to ensure safe travel arrangements in the UK:

– There is a named, safe adult to meet the child and comply with any social distancing guidelines at that time and follow strict hygiene procedures. The named person will have a face covering and sanitiser hand wash. A spare should also be carried for the child being collected whilst at the airport or point of entry and whilst in the transport.

– The transport to the school is a direct route without detours.

– The transport has enough sanitiser, wipes and spare face coverings. Should there be any toilet stops relevant guidelines must be followed.

– The student is encouraged to contact home shortly after arrival in the country and when arriving at school.

– They keep in contact regularly with the child and reinforce that they are there to listen to the child’s voice and any concerns that they have.