



Berkeley Guardians

Home from Home



Working together -
child, guardian and
host family to
support one
another

Share in the Care

BERKELEY GUARDIANS' ADDRESS

**Berkeley Guardians, 1 Berkeley Square,
Clifton, Bristol BS8 1HL**

Phone:

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**During the hours of 9 - 5 p.m. please call the office number above or
the mobile numbers below:**

Karen Pickles: (+44) 07565 493818 - Designated Safeguarding Lead

Jo Clark: (+44) 07565 493803 - Deputy Safeguarding Lead

**From 1700 - 0900 HOURS
please use the Emergency Number for any issue that cannot wait until
office hours**

Emergency Phone: 07565 493818

Contact for the Bristol Safeguarding Children's Board:

01179036444

NB– we refer to pupils/boarders (as under 18 years) and students (as over 18 years) in this handbook

Welcome to Berkeley Guardians

Berkeley Guardians is delighted that you would like to “Share in the Care” of the international pupils in our care. It is a wonderful way to understand different and exciting cultures and perhaps learn a new language or skill along the way. This type of hosting brings with it a sharing of our exciting world and a way of introducing our culture to those from other parts of the globe.

Berkeley Guardians wish to nurture the excitement and eagerness to learn that the pupils and students who arrive in the UK bring with them. Their love of life and enthusiasm for learning is infectious and will be enhanced by placing them with those families and individuals who understand what it is these children need to feel welcomed.



Ms. Jo Clark - Director
Deputy Safeguarding Lead



Mrs. Karen Pickles - Director
Designated Safeguarding Lead

We have years of experience caring for international boarders, homestays, guardian roles and in education. We have established our guardianship with the express desire to give a “wrap around care” approach to the pupils. They come from many different countries, with wildly different cultures, religious beliefs and needs and require a caring approach to ensure that they enjoy the very best of all we can offer in the UK. We are delighted that you will be joining us in our mission to welcome these pupils and in return we will give you all the support you need.

What is the Homestay Role?

As Homestays you may offer this facility to enhance your own children's understanding of the world and the different people in it or perhaps because your own children have flown the "nest" and you would like the company that these young people will bring. It may also be that you have a large home and it can often feel lonely and offering a room or two to an international boarder or university student is a way of filling the house with laughter and fun that you remember so clearly.

Whether you are a family, a couple or someone living on their own; we are delighted you would like to join the Berkeley Guardian family.

As the responsible adult caring for the child who has been placed with you; it will be your role to set out the standards expected alongside offering a warm welcome and a friendly approach.

Berkeley Guardians will always be on hand to support, but you will want to support the child's understanding of British Culture and show him/her around your town or city to give an insight to what makes your community "tick". You may also want to share the landmark sights of the UK and take him/her on a day trip to Oxford, London or Bath or Warwick Castle perhaps?

Taking on this role is about enhancing the experience for the child in your care and giving them a space to study, read, practice their musical instrument, enjoy the discussions around the table at mealtimes or just to have company watching television. It's about being a family and sharing that with a child who has left theirs behind on the other side of the world.



Whatever their talent - we will support and encourage

Responsibilities and Respect

Respecting One Another:

The children in our care may be between 8 - 11 years or 11 - 18 years and they could be boys or girls. They may be students studying at the local 6th form college or at university. They may be of a different culture to yours, a different religion or faith and they may enjoy different foods.

All these areas could be seen as a problem by some, but at Berkeley Guardians, we like to see all of the issues surrounding the lifestyles of the children in our care as an exciting positive. Something that we teach us life skills and develop our understanding of the world. We hope that you will see everything from this angle too.

When we accept a pupil/student for a homestay, we acknowledge their dietary needs, faith and culture and note whether they may have a musical instrument they need to practice daily or a sport they need to attend, etc. To ensure that each one receives the best care, we tie their needs into your willingness to embrace the differences that this pupil/student may bring.

We want this young person to be happy, but of course, it is vital that you are too so that you are able to enjoy the experience of caring for someone with a different lifestyle perhaps to your own; to want to share the enjoyment of life you have and share your pastimes perhaps - walking the dog, taking the children to the park or going to the library or the shops.

There has to be respect on both sides and we will be encouraging the child placed with you to understand that too.

It will depend on the age of the young person you are given, their individual needs as to what support you may need from us; but be reassured, we will be there for you. Before the placement, we will meet with you and go through all the details we have and will give you (if necessary) familiarisation support with regards to culture, religious observances, dietary needs etc.

You may find that the young person placed with you requires a great deal of time to study for exams or because he/she is diligent and wants to learn and achieve the best results. They may need to be encouraged to leave their work occasionally to go out for a walk for fresh air. You will be asked to make a judgement call on the involvement you believe he/she will have with your family arrangements.

Safeguarding and Protecting:

Berkeley Guardians takes the safety of the children in our care very seriously and will ensure that the highest checks and quality of service are obtained.

- ✚ We are required by law to ensure that all adults (16 years and over) are DBS checked to safeguard the children in their care. Berkeley Guardians will take the cost for this and there will be no charge to you, however, we do ask that you apply for the online DBS which is £13 annually. We also ask that you take the Prevent Course (free of charge) and send us a copy of the certificate for this
- ✚ Your home will be inspected for suitability including the requirement of an up to date gas certificate, lock on the bathroom door and suitable home insurance
- ✚ If you would like to drive the young person in your care we will need a copy of your driving license and proof of suitable insurance
- ✚ You will have the opportunity of attending a First Aid course or may do one online but we will need to have a copy of the certificate

Both the directors have been trained as Designated Safeguarding Leads and oversee any safeguarding issues raised and will report these to the Local Safeguarding Board as required. Karen Pickles is the Designated Safeguarding Lead and Jo Clark is the Deputy Safeguarding Lead - see contact details on inside front page. Please refer to the Safeguarding Policy on the Berkeley Guardians website - www.berkeleyguardians.com

All our staff has undergone Prevent and Safeguarding training and we would certainly expect all our homestays to undergo these training sessions and read the regular newsletter which contains updates and interesting information linked to safeguarding and child protection.

Sanctions and Restraint:

As adults we would expect you to only restrain a child when absolutely necessary and in line with our policy -see Policies on our website: www.berkeleyguardians.com. It is vital that you understand the guidelines on this as no child should be restrained unless it is to maintain “safety and good order in the household”. Please note that corporal punishment is illegal and must never be used in the process of sanctioning a child or for any other reason. You are only permitted to use lawful, reasonable and appropriate means of control or contact. For any concerns regarding this please contact Berkeley Guardians at: support@berkeleyguardians.com

Please be aware of the guidance for providing comfort for children in distress.

See below:

- ✚ If a child asks for a hug then ensure that you are not in a private setting - we advise you to keep a door open or have someone with you
- ✚ Encourage the child to talk about how they feel
- ✚ Be willing to listen without judgement

See the Homestay Code of Conduct for further guidance and always feel able to contact us at Berkeley Guardians.

Policies and Forms of which to be aware:

- ✚ Safeguarding policy
- ✚ Missing Pupil policy
- ✚ Guidance on the number of pupils/sharing of rooms for homestays
- ✚ Homestay Self-Declaration
- ✚ Homestay Code of Conduct
- ✚ Grievance Procedure
- ✚ Anti- Bullying policy

Providing a “Home from Home”:

Occasionally we may need to find a host family to care for a day pupil at a local school and in these situations, we would be asking for you to host on a regular, daily and weekly basis. You would take on full time hosting for a child in this situation and would be required to provide those meals necessary and to give the “home from home” that the child was missing.

A boarding pupil will usually only require home from home during the school holidays, half terms and occasional exeats. At times, boarders require only a very occasional stay prior to going to the airport to return home or when the flight into the UK does not coincide with the start of term.

A day pupil, however, would be with the host family 7 days a week throughout the term and possibly the holidays as well. In these situations, we would ensure that extra attention was given by the child’s guardian to give the host family “time off” as needed. Please note in these circumstances (over 28 days) we would be required to inform the Local Authority.

Homesickness Issues:

Many of the children who are placed in our care, manage remarkably well and do not necessarily suffer with homesickness, but for those that do it is a difficult situation for them to cope with as they feel they are failing the wishes of their parents in many circumstances. Another reason for being angry with themselves is that their friends are coping better than they are and this makes them feel they are failing themselves.

Some signs of homesickness:

- Yearning to return home
- Feeling of loneliness and sadness perhaps with anxiety too
- Lack of motivation, insecurity and confidence
- Simple tasks appear very challenging
- Some children show homesickness in a physical way and may be vomit or be unwell.

If you feel that a child in your care is suffering any of the above or any physical signs - please do contact either Jo Clark or Karen Pickles for further advice

Medical Issues:

When we place a child in your care, we will ensure you have full details of any allergies, medicines being taken regularly and the GP to which he/she is registered (either permanently whilst in the UK or as a temporary resident).

Should you have any urgent medical issues, please ensure that you ring 999 and keep Berkeley Guardians fully informed as we can come to the hospital and relieve you to be able to return home to your family if needed.

Bullying and Cyber-bullying:

Please refer to our Anti-Bullying Policy if you are concerned that the child in your care is being bullied by individuals or groups on a personal level or in the form of cyber-bullying. Berkeley Guardians do not accept any form of bullying and would want to be kept informed of this immediately. Please ring us immediately if you have concerns.

EXPECTATIONS FROM THE HOMESTAY

Standards for Child Within the Homestay:

We would expect the child's room to have the following:

- ✦ Separate single/double bedroom with single bed(s) and proper mattress (no young person to share a double bed)
- ✦ Wardrobe and other unit to store clothes and personal effects
- ✦ Mirror
- ✦ Bedding and linen
- ✦ Space for study use with appropriate desk/table and light
- ✦ Access to a bathroom - ensuite or shared (latter must be lockable)

Within the Home:

- ✦ Access to the fridge and ability to place own food on a shelf in fridge
- ✦ 2/3 meals a day depending on the arrangement made
- ✦ Access to the kitchen to use the toaster/microwave etc.
- ✦ Access to communal areas of the house
- ✦ Access to wi-fi
- ✦ Laundry arrangements - either the child's washing is done for him/her or they have access to the washing machine and tumble dryer. Access to or laundry provision should be once weekly at a time to suit everyone
- ✦ The homestay driver should have insurance which covers their guest's visit and ensures that the driver is able to take out when needed

- ✦ Clear instructions as to who and how to contact them in the case of an emergency
- ✦ Health and Safety:
 - Current household insurance covering the guest
 - Gas safe certificate
 - Carbon monoxide alarms
 - Smoke alarms
 - Fire awareness - ensuring the child has been fully informed of how to escape in the event of fire etc

Leaving a Child Unattended:

It is a legal requirement that a child under 13 years should not be left unattended and this applies to a child in your care as the homestay host. If you are concerned about the best decision do contact us for advice but we strongly recommend that you do not leave a child under 13 years unattended for any length of time and for those over that age, that you exercise sense in deciding on an individual basis whether a child is able to be left. We would ask you never leave any guest unattended overnight no matter their age and certainly not without speaking to Berkeley Guardians first - we may be able to arrange alternative accommodation for a weekend if it is required. www.lawandparents.co.uk/what-in-loco-parentis-means-you.html

Rules and Regulations in Your Home:

Permission to Go Out:

Should the child staying with you wish to go shopping or to meet friends, depending on their age appropriateness this is acceptable. However, you must first ascertain the following: where are they going, who with and what time you would like them to return. You will have the child's mobile phone number and they should have yours (or the landline phone number) in case of an emergency. Please speak to us regarding return times in the evenings and it is always best to assume that, unless you are driving the child to/from a visit to a cinema any child under 12 years should not be out alone other than being dropped/collected from a chosen venue; under 15 years should be home by 6 p.m., and under 17 years should be home by 9.30/10 p.m. and 18 years by 11 p.m. If a guest requests a different return time to that which you have stated and with which you feel comfortable - please phone us using the emergency phone outside office hours.

Bed Times:

The bedtime will depend on the child's age and what has been agreed. However, the timings below give an idea of what you might advise and if there are any concerns, please do contact us.

Bed times will also depend on age but generally speaking:

Under 11s	bedtime will be between 1930 and 2100
Under 16s	bedtime will be between 2100 and 2230
Under 18s	bedtime will be between 2200 and 2330

Staying Away from Homestay:

If a child staying with you requests to stay away at a friend's house or for any other reason, we would ask you to refer to Berkeley Guardians to ensure that the parents are happy with this. It may well be

for a genuine reason but we would not want to put you in the position of refusing or agreeing to this request as we would need to check this.

Forms to be Completed:

Satisfaction Form:	We will be asking you to complete a form when your child has left your care to give us a clear picture of how the stay went and what we could improve on and how the child behaved; whether they followed the Code of Conduct.
Medical Issues Form:	Should the child in your care fall ill during the time they are staying with you, we would ask you to complete the Medical Issues Form so that we have a record to refer to if required at a later date.
Expenses Form:	If you have any expenses to claim for days out, money paid out for transport or meals out, we would ask you to complete the Expenses Form in order to be repaid. We will require all receipts.

We would ask you to download the relevant form from the website and complete and return to: Support@berkeleyguardians.com as soon as you are able.

FORMAL AND FINANCIAL

Formal Contract and Requirements:

Once we have inspected your home, taken up two references and followed these with phone calls to your referees, we will apply for your DBS. At the completion of the initial stages, you will receive a formal contract which we will require you to sign and date. This will demonstrate that you have been cleared on the DBS application, your references have been checked and that your home has been inspected as previously listed and has passed the high-quality checks that we make (annually completed).

If you require to end this contract, we require one month/4 weeks' notice informing us in writing of your decision. Should we need to end the contract we will also give you the same notice period; except if there is a safeguarding concern in which case, we will terminate your contract immediately.

You are required to inform Berkeley Guardians of any changes to your homestay accommodation particularly that of changes to the facilities for the children in your care. We will be inspecting the accommodation (annually) but there may be significant changes made in the interim period to which we will need to be made aware.

We require you to inform us if you are considering taking in more guests from other agencies at the same time as our pupils. The reason for this is a safeguarding concern - eg. If you have a nineteen year old student and we are requesting you take in a 11 year old pupil. Berkeley Guardians recommends that over the age of 13 years a homestay only takes in either boys or girls and does not have mixed sexes unless part of the same family.



Please note -

- ✚ it is required that you accept that the child's school may also want to inspect your home and talk to you about the care of the child in question
- ✚ it is also required that AEGIS* are given access to inspect if required and that you cooperate with their inspector. AEGIS may also send a questionnaire for you to complete at any point.

Expenses:

If you take the child in your care out for the day, out for dinner or similar we would expect to receive from you at the end of the child's stay (or at the end of the month) a detailed expense sheet (see copy to print on Berkeley Guardians' website) and with it copies of all receipts. *Please note, without receipts it is difficult to arrange repayment of expenses as we need to pass this cost to parents and they need to have sight of the proof.*

Payments to Host Family:

Payments to you as the host family will be paid on the Friday of each week, regardless how long your guest stays with you. We will ask for your bank account details so that this money may be paid directly to your bank account by BACS. We will forward by email details of the payment on the same day.

****AEGIS - Berkeley Guardians has applied to AEGIS for accreditation as a guardianship***