



Ten Garden

Host Family Hand Book

Address: 38 Russell Square, Brighton BN1 2EF



Ten Garden

Host Family Handbook

Welcome to Ten Garden Host family!

Many thanks for your interest in hosting an international student on behalf of Ten Garden. We are appointed by overseas parents to represent their children who are in full time education in boarding schools around UK.

Providing a home away from home for an international student can be most rewarding for the host; not only financially, but also in terms of the rich cultural experiences and the strong personal bonds that can be created. A mutual understanding between the host family and the young student is essential. It's really important to have sufficient knowledge about what is expected from each party. so this handbook has been devised for your guidance. As a of Ten Garden Host Family, you are providing a very important service to our Students.

Ten Garden, in the same way as most English UK member centres, will store your information (e.g. name, address, telephone number, transportation, details of the host and other family members, description of accommodation and history of placements made) in computerised records. Under the terms of the Data Protection Act, you have the right to access these records, and we will not disclose this information to any third parties other than to the potential student or parents after the host has agreed to accept a booking. **Occasionally student's school and AEGIS inspectors may ask to see this information, when we are inspected as part of normal accreditation procedures. They also will carry out student's accommodation inspection once a year. Please be made aware and co-operated.**



Ten Garden

Host Family Handbook

Contents

1. Introduction
2. Emergency Contact
3. Your responsibilities as a Host Family
4. What you can expect from the student
5. What you can expect from Ten Garden
6. Other information
 - Health and Safety
 - Contact details essential to keep in touch
 - Student Illness
 - Insurance required
 - Concerns
 - Cultural differences and homesickness
7. Ten Garden Policies
 - Missing Student –Appendix 1
 - Safeguarding and Child Protection Policy - Appendix 2
 - Health and Safety Policy - Appendix 3
 - Behaviour for Students and Host family - Appendix 4
 - Abuse (Bullying /Cyberbullying) - Appendix 5
 - Prevent/Anti-radicalisation - Appendix 6
 - E-Safety - Appendix 7
 - Data Protection - Appendix 8
 - Complains Procedure – Appendix 9
8. Safeguarding and SAFE CARE PLAN advice for Host Families



Ten Garden

Host Family Handbook

Introduction

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. If you need further advice on a particular matter or would like some guidance please contact us directly.

Your visitor will normally be attending a private boarding school in the UK. Many of these schools offer fixed “Exeat” weekends in addition to the normal half-term holidays. During these periods, the boarding houses close giving staff and students a break, and the students are required to have alternative accommodation arrangements.

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! 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.

For a positive host family experience, the students should be welcomed into the household as a member of the family, rather than as a guest, and should be treated with the same kindness and respect and be included in as many aspects of family life as possible. This includes free use of the living room and public areas. Students often like to watch television with their host, even if they have their own TV in the room. Part of being a host is to converse with the student for a reasonable length of time each day so that they can practise their English. (Help with homework is often appreciated but not compulsory!) If you have any concerns either before or during your student’s host family, please do not hesitate to contact us.

The role of host family and the relationship with students can be a delicate one on both sides with a responsibility on both parties to understand and respect some cultural or religious differences. Patience and understanding may be required when there are language barriers, and although we love our pets, this is often not shared by people from 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. They often leave loving pets as much as you do!

Contact and Emergencies

Ten Garden Guardians has a 24 hour emergency number which students and parents can ring. In case of Emergencies, ring mobile number +44 (0) 7885 278366. Otherwise Office Hours are 09:00-18:00 Monday to Friday. Telephone - Please phone +44 (0) 1273 655558. Emails – All emails should be addressed to **guardian@tengarden.co.uk**

Your responsibilities as a Host Family

During the times that you are hosting, your responsibilities are to protect, care for and provide full board and lodging for your student on a day-to-day basis. A child should never be left at home alone if they do not feel comfortable with this, regardless of their age (<https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/leaving-child-home-alone/>).

The overall guardianship responsibility remains with Ten Garden, 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 effecting student safety, should be reported to Ten Garden immediately. Specifically, should a



Host Family Handbook

student we have booked in with you, not arrive within 1 hour of when you are expecting them, it is your duty to advise us of this matter and we will follow up.

We expect you exercising the same care and skill in terms of caring for that child as you do your own children (assuming, that is, that you are already a 'reasonable' parent, although if you weren't you'd be unlikely to be given charge of others' children). (Please refer to 'What 'In loco parentis' means to you' <http://www.lawandparents.co.uk/what-in-loco-parentis-means-you.html>)

Expectation from student

• Bedroom

Each student should have his or her own room or share with someone of a similar age and of the same sex. Sensible precautions should be taken if hosting students of the opposite sex, such as separating with rooms on different floors. Ten Garden must be made aware of all students' sleeping arrangements in your house, so please confirm these to us, particularly if there are students from alternative organisations. AEGIS guidelines suggest a maximum total of **three** students in a Host Family. It is essential that we are made aware of other guests or students staying in your home at all times. If you are using a double bed, only one student is using this facility. Under no circumstances must students share a double bed. The household should have suitable heating and lighting and access to sufficient supplies of hot water as required. Hosts should not have lodgers or be running a B&B or having any other paying guests whilst providing care for school aged students. The students need to have:

- A comfortable bed with clean, warm bedding and a bath towel
- Somewhere to put their belongings
- A table/desk and chair (with lamp) for studying, ideally in their room
- Bedding for longer term students should be changed weekly

• Meals

If the student has any food allergies or religious considerations with food types, we will inform you about them prior to his/her arrival. We also suggest you speak to the student on their arrival about mealtimes and the types of food that they particularly enjoy.

Breakfast must consist of:

- Cereals (various) with milk,
- Toast (butter and jam to be made available),
- Fruit juice and a choice of tea/coffee/hot chocolate However, many students would greatly appreciate a traditional English cooked breakfast on weekends.

Lunch can be a light meal, soup and bread, or sandwiches, but a jacket potato, cheese on toast, or maybe pasta or noodles could be offered as an alternative, with some salad, fruit or a yoghurt, etc.

Evening meal must consist of:

- Meat (various) or fish (various) with potatoes/rice/pasta and vegetables
- Hot or cold dessert or fruit and/or cheese
- Bread or similar should be available if requested
- Cold water/tea/coffee/hot chocolate

Snacks – 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.

Table manners and food preferences vary from culture to culture.

Ask the student if there are any foods he/she like/dislike. Some cultures chew with their mouths open. Some cultures do not use verbal manners as part of their everyday conversation. To help them fit in it might be helpful to teach your student a few courtesy phrases such as, "Please pass the..." or "Thank you for the..."

At first, participation in mealtime conversations may be limited as speaking English can be stressful, as well as, some cultures do not encourage conversations during meals.

- Bathroom



Host Family Handbook

Please respect our student's privacy and make sure they can access to a bathroom with a lock. Discuss suitable times for Students to use the bathroom, and make sure your student knows how to use the shower, toilet facilities, and where to put any rubbish. 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.

- Laundry

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

- Internet Access

Students now expect wireless access to the internet, preferably unlimited. All schools provide this but do limit use and monitor it carefully. The internet is used for academic work and also to stay in touch with their family and friends during the holiday period. It is impossible 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. Host families should feel free to switch off the internet if it is being used excessively or at unsociable hours. (Please see the E-Safety Policy Statement at the back of this handbook.)

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

What you can expect from the student

Students 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.

Please also be aware of cultural and background differences; they normally prefer to play computer games rather than walk in the countryside!

Below please find the guidelines on times to be home. Students under 14 must be accompanied by you to leave the house. You should always know where the student are going, how they are getting home, and how you can contact them and them to contact you. If they go out, it is essential that they tell you where they are going. Be sure they have your telephone number and your mobile number. Please let them know if they are delayed – they must phone you immediately. If they are in serious difficulty, phone our **emergency number – 07885278366**- and possibly call the **police on 999**.

- Times to be Home

Ten Garden has guidelines on times to be home.

Aged under 14 must be accompanied by an adult member of host family

Aged 14 Home by 8pm or before dark, whichever is the earlier

Aged 15-16 Home by 10pm

Ages 17-18 Home by 11pm

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

Friends of students are not allowed to stay with you unless Ten Garden 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. Hair dyeing, body piercing and tattoos are also forbidden.



Host Family Handbook

What you can expect from Ten Garden

Visits

We will visit initially, and thereafter annually. The purpose of the visit is to check the accommodation is suitable, check documents such as gas safety, DBS, and insurance, but particularly to explain our policies and procedures.

Contract

After an initial satisfactory visit, you will receive a contract letter from our office. This document also requires you to provide the account details for whichever bank you wish payment to go into and also asks you to sign your agreement to the terms within (including conditions for terminating the contract and informing us about any changes to your host family arrangement). This constitutes the contractual basis of our partnership, so please read the terms within carefully.

Communications

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

24 HOUR SUPPORT

Ten Garden is available to offer assistance and support, where necessary, for both the host family and the student. If you feel the student is having any problems please contact Ten Garden straight away and we will do all we can to help and assist whenever necessary.

You can contact Ten Garden director Kiki Zeng on 07885 278366. This service is available 24 hours per day.

Payment

Housekeeping Allowance: We have a standard rate per night, which will be clarified with you at the time of booking. We are able to confirm in advance, and in writing, the amount you will be paid for the student's stay.

Cancellation

Should there be a cancellation, we will do our best to find another student for you but if not, we have a cancellation policy which pays up to 75% of the full payment.

If you have a student booked in just for the day time, a different rate applies – you will be made aware of this when we make the booking.

Expenses

Ten Garden will pay your mileage if you collect the student from school (currently 50p per mile). If the student has no pocket money we can also cover the cost of the student's entrance for activities such as swimming or cinema (to a maximum of £ 20, but please ring if in doubt). All claims should be supported by itemized receipts and sent to the office, as expenses are added to the parents' account.

Legal Contractual Arrangements

Please note that due to the guardianship contractual arrangements between Ten Garden and you the host family, as well as our contract with the students and their parents, ALL ARRANGEMENTS must be done through the Ten Garden Office. It is essential that you contact us if any of our students contact you directly, for two reasons – if we do not know about the arrangement, then we simply cannot pay you; also, the responsibility of guardianship would fall to you and this is very different to being simply a host family where we support you.

Other Information

Health and Safety: Make sure all electrical appliances are safe, particularly in the student's room. Smoke alarms and carbon monoxide detectors must be fitted in the house. Gas safety certificate should be provided by a 'Gas Safe' engineer. Explain to the students basic escape routes, access to the outside doors, and the location of any necessary keys.



Host Family Handbook

Mobile Phone Numbers: Swap numbers, so they are known to all parties, as well as land line 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.

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 becomes more serious or hospitalisation ensues, or treatment at your local A&E is necessary, you should immediately ring the Ten Garden emergency number: 07885 278366.

Household and Car Insurance: Ten Garden 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.

Copies of all insurance policies and Gas Safety Certificate will be required by Ten Garden and will also need to be seen by us on each visit to ensure that sufficient cover is in place.

Please also note that we regard it as your duty to ensure the use of car seat belts when you are transporting students in your car.

Concerns

If you have any worries or concerns about a student staying with you (e.g. if they are excessively homesick or appear to be behaving irresponsibly in a way that might threaten their personal safety or that of others around them) please contact us immediately. We will then speak to the student ourselves and if necessary discuss your concerns with the student's parent, sponsor or agent.

Cultural differences and homesickness

Cultural differences may be very deep-seated. Students may feel afraid of the new environment and start to miss their own home, friends and family. If your student feels homesick or appears not to be adjusting to life in Britain, don't worry unduly but do inform US, as these problems are often more evident when the student is alone and away from *International House*.

Students' adjustment to their new surroundings is essential, and we are happy to assist you should you need any information about students' own cultural background (i.e. food likes and dislikes, hygiene and health, manners, etc.) before their arrival, to avoid any unnecessary problems. Host family provides a secure "base" for the student; a comfortable and welcoming home that can alleviate any feelings of culture shock.

Ten Garden Policies

Missing Student

Unexplained student absences or other situations affecting student safety, should be reported to Ten Garden immediately, either via the landline () during office hours or on the out of office hours (urgent) line (07885 278366). Specifically, should a student who is booked with a host family not arrive within 2 hours of when they are expected, it is the duty of the host family to advise us of this matter and we will follow up, taking all necessary actions to locate the child.

Safeguarding and Child Protection

Ten Garden takes our responsibility for our students very seriously and we have therefore implemented Safeguarding and Child Protection Policy setting guidelines which all our staff must follow to ensure that our students are protected from harm (Appendix 1).



Host Family Handbook

Ten Garden 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 Ten Garden staff and our Host family Families. **If you have any concerns, contact the Child Protection Officer is Mrs. Kiki Zeng on 07885 278366.**

Behaviour

All students are provided with a Student Handbook at their first meeting with Ten Garden and we will go through the Handbook with the student to ensure that it is understood. Clear guidelines are given on conduct and behaviour whilst staying with a host family and reflect the policies in this Host Family Handbook. If you have unresolvable concerns about behaviour, please phone the office.

Abuse (Bullying /Cyberbullying)

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 Child Protection Officer (Mrs Kiki Zeng) using either the office landline (01273 655 588) during office hours, the emergency 'on call' number out of hours (07885 278366).

Prevent/Anti-radicalisation

How to prevent student or you being radicalised or drawn into terrorism and seeks to meet its obligations in their ways.

E-Safety

Learning to understand and use technologies in a safe, positive way, also about supporting children and adults to develop safe online behaviours.

Data Protection

Ten Garden collects and uses personal information about staff, students, overseas parents, host families and other individuals who come into contact with the organisation. This information is gathered in order to enable it to provide a guardianship service and other associated functions. In addition, there may be a legal requirement to collect and use information to ensure that Ten Garden complies with its statutory obligations. Ten Garden is registered with the Information Commissioner's Office (ICO) detailing the information held and its use. Ten Garden has a policy which is intended to ensure that personal information is dealt with correctly and securely and in accordance with the Data Protection Act 1998, and other related legislation. It will apply to information regardless of the way it is collected, used, recorded, stored and destroyed, and irrespective of whether it is held in paper files or electronically. The full policy is attached

Safeguarding and SAFE CARE PLAN advice for Host Families

As a host family, you will be expected to protect the students that you host and you will be required to have a valid Enhanced Disclosure & Barring Service (DBS) check for each member of the household or regular visitors aged 16 or over who will be present whilst students are staying with you. Primary Carer in Host family will be required to complete online Basic Awareness Training (formerly Level 1 Safeguarding). You will be expected to attend our safeguarding training annually.

- Be even handed in relationships with Ten Garden students – avoid the appearance, or the reality of, favouritism
- Be unambiguous in your behaviour towards guest students
- Avoid secrecy and understand confidentiality



Ten Garden

Host Family Handbook

- Respect students' rights and privacy
- Share concerns and worries with Ten Garden staff
- Avoid being misinterpreted
- Understand issues concerning physical restraint
- Avoid inviting a Ten Garden student to 'friend' you on Facebook or other social media sites

SAFE CARE PLAN

You should have due consideration for the safe care of both the student and your family. A SAFE CARE PLAN should be adopted and may consider the following:

- Entering the Student's Bedroom (appropriate, respectful, knocking and allowing privacy)
- Bathroom Conduct and Routines (All need to be able to lock the door, and be given times if necessary)
- Medication locked away
- Smoking by both family, friends and possibly students (although it is banned at all boarding schools)
- Drinking alcohol, plus storage of alcohol both with family, friends, and the impact on students
- Friends visiting and their conduct towards students
- Internet and telephone use (see policy)
- Car driving – Who is allowed to drive the student and in which car?
- Bedtime routines and respect for privacy
- Using only lawful and reasonable and appropriate means of control, contact and restraint to maintain safety and good order in the host family. Corporal punishment is illegal and must never be used
- Sexual conduct and demonstrating affection towards both the student and within the family
- Rules that may be non-negotiable or guidelines. These may include:
 - Parent rooms are out of bounds
 - Adult males should avoid being alone in the bedroom or bathroom with a female student and should be appropriately clothed
 - Bathroom routines
 - Breakfast (if late, may be DIY) and other meal times

Thank you for agreeing to host our students. We aim to make it a positive experience for both hosts and visitors. Your feedback is always welcome!

Ten garden email: guardian@tengarden.co.uk