

Accreditation Handbook and Guardianship Organisation Quality Standards



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AEGIS

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Introduction to AEGIS

The Association for the Education and Guardianship of International Students (AEGIS) is the authoritative association for inspecting and accrediting guardianship organisations throughout the UK. With the high numbers of international students studying at schools and colleges, within the independent and maintained sectors, both as day and boarding students, and at universities, an accrediting body to monitor the hosting and guardianship of international students is considered necessary. An international student studying in the UK deserves the highest standards of care and understanding and there are many duties to be considered.

This Accreditation Handbook and Guardianship Organisation Quality Standards document sets out the AEGIS expectations for best practice.

Accreditation is awarded if requirements are fully met. Please note that whilst some standards may not be legal requirements, they are AEGIS requirements for best practice and it is necessary to meet all standards (unless not relevant e.g., private fostering) in order to gain AEGIS (re)accreditation. AEGIS seeks advice from safeguarding and legal experts in the writing of the standards.

The importance of organisational culture is acknowledged in the statutory guidance *Working Together to Safeguard Children*¹. AEGIS expects guardianship organisations to have a culture of safety, equality and protection.

All prospective members are respectfully reminded that AEGIS expects any communication with AEGIS staff and inspectors to be polite, professional and courteous at all times.

Inspection and Accreditation leading to AEGIS Membership

There are two levels of AEGIS accreditation – Preliminary and Gold Standard. Before a guardianship organisation applies for preliminary or gold standard accreditation, they should ensure that they have the following in place:

- A UK-based office and representative who will be the main contact for the guardianship organisation. This is usually the Director and/or DSL for the company.
- A DSL who has completed appropriate live training within the last 2 years (Standard 6.2.2)
- Evidence of safeguarding training for staff and homestays (6.3)

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

- Evidence of safer recruitment practices (Standard 2.8 and Appendix 7)
- Suitable insurance to cover the scope of their organisation (Standard 2.4)
- Registration with the Information Commissioner's Office (Standard 2.7.2)
- All policies have been reviewed within the last 12 months (Standard 2.10.1)
- A digital file containing the essential documents for submission relevant to the level of accreditation applied for. This can be found at Appendix A for preliminary accreditation. Gold Standard applicants should contact the AEGIS office for a list of required documentation.

Preliminary Accreditation

Preliminary Accreditation is open to all guardianship organisations or sole guardians of any size. Guardians can even apply before they recruit students. This level ensures that the essential standards are in place in order to provide safe guardianship.

Preliminary Accreditation involves scrutiny of documents, policies, training and safer recruitment checks. Appendix A lists all the essential documents, requirements and evidence needed for this level. Once compiled, documents should be submitted to the AEGIS office in a digital format. If required, template policies are available at a fee from the AEGIS office.

Please note that at this stage AEGIS will ask permission to view the ID and DBS certificates of the owner/director(s) of the guardianship organisation. Permission will be sought from the owner of the certificate directly.

If there are any gaps or areas where it is felt that information does not meet the requirements, further information will be requested.

Once evidence has been examined, there will be a video interview with the AEGIS Head of Inspections to talk through the evidence. This is an ideal opportunity for both parties to ask any questions they may have. It is a requirement that the guardianship organisation is able to demonstrate knowledge of the AEGIS Code of Practice.

If all requirements are successfully met, Preliminary Accreditation status will be awarded, valid for two years. During the two years it is hoped that the guardianship organisation will progress to Gold Standard Accreditation. Alternatively, they may wish to remain at Preliminary level and renew after two years.

Initial Gold Standard Accreditation

Gold Standard Accreditation is the most prestigious accolade that a guardianship organisation can hold. It is recognised by UK schools, colleges and universities and by parents and agents overseas as the benchmark for the highest standards of safeguarding and care in the guardianship of international students.

Guardianship organisations with a minimum of 3 students under their care for at least two terms are able to apply for Gold Standard Accreditation. The inspection process is based on the AEGIS Quality Standards and a guardianship organisation must meet all of the applicable standards in

order to gain Gold Standard Accreditation. Inspections are carried out by independent, trained inspectors.

On receipt of the application form, the AEGIS office will impose a date for submission of documentation and explain the inspection procedure. Please note that at this stage AEGIS will ask permission to view the ID and DBS certificates of the owner/director/s of the guardianship organisation. Permission will be sought from the owner of the certificate directly.

The guardianship organisation will be asked to submit to the AEGIS office a copy of the contact details for all their homestays and partner schools using provided templates. This data is held securely and only shared with the AEGIS office staff and the appointed inspectors. All data is fully deleted once the inspection process has finished. It is the responsibility of the guardianship organisation to secure permission from the individuals, prior to supplying this information to AEGIS.

The supporting inspector will interview selected school staff, students and homestays. Interviews with school staff and students may be carried out remotely. In addition, the AEGIS office will provide a web link to questionnaires for parents, homestays, students and schools which the guardianship organisation will be required to forward to the full list of their respective contact groups.

For those guardianship organisations with several staff members and for those who have local coordinators, online questionnaires will be sent to them and the supporting inspector may wish to interview a selection of coordinators remotely.

Following the interviews and questionnaires, the lead inspector will contact the guardianship organisation to arrange a suitable date for an on-site or remote visit to conclude the inspection.

The guardianship organisation will be expected to have evidence available to demonstrate their ability to meet all of the AEGIS Quality Standards which apply to their model of guardianship. The lead inspector will work through this with representatives from the guardianship organisation. All senior managers, including the designated safeguarding lead, must be present for at least an agreed part of this visit/call.

The lead inspector will also give feedback on the findings from the interviews and the questionnaires. Should either the interviews or questionnaire responses indicate that any student feels unsafe or has safeguarding concerns, the DSL of the guardianship organisation will be contacted directly to discuss the comments made.

The lead inspector will provide a detailed inspection report, with recommendations and deadlines, where appropriate. This report will recommend to the AEGIS Trustees either that the guardianship organisation should be accredited, or if not, state the reasons why accreditation is not judged to be appropriate at this stage. The decision to grant accreditation rests solely with the AEGIS Board of Trustees, whose decision is final.

Providing the guardianship organisation meets each of the applicable Guardianship Organisation Quality Standards, they will become a Gold Standard accredited member of AEGIS for the next four years.

Re-Accreditation and continued membership of AEGIS

A condition of continued membership of AEGIS is that every accredited guardianship organisation is re-inspected. This will happen every two years for preliminary members and every four years for gold standard members, thereby ensuring compliance with current statutory requirements and guidance.

The AEGIS office will notify the accredited member guardianship organisation of its need for re-inspection before the anniversary of the last accreditation date, with a view to having completed the re-inspection by the anniversary date.

Annual Declaration (Preliminary and Gold Standard Members)

An Annual Declaration form must be completed by AEGIS members. This provides AEGIS with up-to-date information and includes a declaration asking the guardianship organisation to confirm that all staff, homestays, and volunteers have had a valid DBS check. The declaration also asks guardianship organisations to provide student statistics.

AEGIS - Aims and Objectives

Aims

- To ensure that a guardianship organisation meets the requirements of current safeguarding and child protection legislation in relation to the care of international students studying in the UK.
- To ensure that the highest standards of care, safety and supervision in respect of the pastoral, social, cultural and educational welfare of international students are maintained by the guardianship organisation.

Objectives

- To promote the highest possible standards of care through a rigorous inspection and accreditation process.
- To provide a code of practice and protocols to which its members are expected to adhere.
- To offer support, guidance, preparation and relevant training to guardianship organisations seeking accreditation.
- To operate a system of regular re-inspection, every four years for Gold Standard accredited members and every two years for Preliminary accredited members.
- To make accessible to its members, via the AEGIS website, newsletter and AEGIS office, support, guidance and up-to-date information.
- To provide networking opportunities through events and workshops.

AEGIS Code of Practice

- To promote and provide best and legal practice in the guardianship and hosting of all international students at schools/colleges/universities, particularly those under 18 years of age.
- To respect and support the rights, religion and customs of the international student.
- To uphold the stated ethos and values of the student's school at all times.
- To comply with the 1989 & 2004 Children Act and meet the requirements of the most recent versions of the Department for Education *Working Together to Safeguard Children*² and *Keeping Children Safe in Education*³ guidance.
- To comply with the Safeguarding Vulnerable Groups Act 2006 and/or Children (Private Arrangements for Fostering) Regulations 2005.
- To ensure all international students have a 24-hour emergency contact in the UK.
- To put in place arrangements which maintain appropriate contact with the international student, the overseas parent and the homestay and to ensure all appropriate records are up-to-date.
- To provide both pastoral and educational support as outlined in any literature and agreements.
- To adhere to the AEGIS Quality Standards at all times.
- To have appropriate insurance for guardianship arrangements and to comply with UK legislation.
- To ensure that the AEGIS annual membership fee is paid in a timely manner, by the end of the first academic term.
- To respect the business practices of others and uphold strong business ethics.
- To be prepared to undergo re-accreditation every two/four years, depending on the level of accreditation held.
- To inform AEGIS as soon as possible if they are subject to any complaints or investigations that may cause reputational damage to AEGIS.

² See footnote 1 above.

³https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1181955/Keeping_children_safe_in_education_2023.pdf

Definitions

For the purposes of clarity, the following terms are used throughout all AEGIS documentation.

Agent – An educational agent is an individual or organisation that offers advisory services to students and their parents, such as school placements, in exchange for a fee paid by the family and/or commission paid by the educational institute they represent.

Advisory – A point that is recommended by AEGIS. However, it is not a required standard to be met.

Biometric Residence Permit (BRP) – Issued when a visa or immigration application for more than 6 months is approved.

Closed Circuit Television (CCTV) - A self-contained surveillance system comprising cameras, recorders and displays for monitoring activities.

Designated Safeguarding Lead (DSL) - The role of the Designated Safeguarding Lead is specified in the Children Act 2004 and ensures that every organisation has a “named person” for safeguarding children and young people.

Disclosure and Barring Service (DBS) Check - helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. The DBS is a non-departmental public body of the Home Office, which focuses on safeguarding, and a large part of its role is to process DBS checks which result in a certificate being issued, which will flag any potential safeguarding issues recorded, depending on the level of check requested.

Educational Guardian - designated person who acts with delegated parental responsibility and has overarching pastoral and academic responsibility for the safeguarding, care and welfare of the student while they attend school or college in the UK. Responsibilities may include being authorised to make certain decisions regarding emergency medical and dental treatment and matters of a disciplinary nature. Please note that an educational guardian is not a legal guardian.

Exeat - designated weekend leave from a boarding school.

Guardianship Organisation (GO) - an organisation which provides the service of educational guardianship for international students. The organisation may also be responsible for arranging accommodation for its students at an approved homestay.

Homestay - a household approved and appointed by the guardianship organisation, to provide accommodation for and care of a student when not at school.

Information Commissioner's Office (ICO) – The UK authority which upholds information rights in the public interest.

Lead Inspector - the lead inspector has overall responsibility for the inspection of the guardianship organisation, liaising with the AEGIS head of inspections. The lead inspector scrutinises the policies and all other documentation prepared by the guardianship organisation and assesses

their implementation. Based on additional evidence gathered by the supporting inspector, the lead inspector provides a detailed inspection report, with recommendations whether to accredit or re-accredit the guardianship organisation, to the trustees.

Legal Guardian - the technical meaning of legal guardian refers to a person who is appointed by a court to care for a child because, for example, the child's parent or guardian has died. Legal guardian can also signify a person acting as a testamentary guardian or a guardian of a child's estate.

Local Safeguarding Partnership (LSP) – formerly Local Safeguarding Children Board (LSCB) and consisting of the local authority, the clinical commissioning group within the local authority and the chief officer of police for the area.

Parent - an overseas parent who appoints a guardianship organisation to act in loco parentis for his or her child/children while studying in either a day/boarding school or college/university in the UK.

Primary Carer - person in homestay with responsibility for the international student while staying with the homestay.

Protecting Vulnerable Groups (PVG) Checks – Disclosure Scotland carries out PVG checks to ensure Scottish residents whose behaviour makes them unsuitable to work with children and/or protected adults, cannot carry out '[regulated work](#)' with these vulnerable groups. As with DBS checks, a certificate is issued containing information about the individual to assist with determining their suitability for a role, including relating to their criminal records and whether or not they are on a barred list for regulated work.

Student - an overseas student who is either a day student or full or weekly boarder in a school or college/university, either independent or maintained, in the UK.

Supporting Inspector – the supporting inspector undertakes interviews with school staff, overseas students and homestays and submits their findings to the lead inspector.

Introduction to the AEGIS Quality Standards

AEGIS recognises that every guardianship organisation operates in a different way from others, with many offering specialisms in particular sectors.

The following AEGIS Quality Standards are designed to cover the areas in which guardianship organisations operate. It is recognised that some guardianship organisations may not offer particular aspects covered by some of the standards. AEGIS inspectors will consider the business model adopted by each guardianship organisation and inspect accordingly. For example, some guardianship organisations may not provide a service for day pupils or private fostering so Standard 9 will not be applicable or inspected. Please note that guardianship organisations who do not regularly provide homestay accommodation (Standard 6) or transport services (Standard 5) will be required to show that there are suitable arrangements in place to care for students in an emergency situation when they are not at school.

The AEGIS Guardianship Organisation Quality Standards

1 Statement of company aims, principles and practice

- 1.1 The guardianship organisation is required to provide a statement of their aims, principles and practice which should be publicly available.
- 1.2 The guardianship organisation is to ensure that all publicity and information is accurate, conveying realistic expectations of the level of service and accommodation offered.

2 Management of the Guardianship Organisation

2.1 Staff, Volunteers and Homestays

- 2.1.1 The guardianship organisation is required to identify all those involved with the guardianship organisation and their particular roles.
- 2.1.2 The guardianship organisation must ensure that any member of staff or homestay is independent of any school attended by students under their care.⁴
- 2.1.3 The guardianship organisation is required to provide clear job descriptions to all staff, volunteers, local coordinators (if any) and homestays, clearly stating their responsibilities and reporting line. These job descriptions should also include reference to their safeguarding responsibilities.
- 2.1.4 The guardianship organisation is required to provide all new staff, volunteers and homestays with a suitable induction procedure which must cover adequate safeguarding training (See Standard 7.3 Safeguarding Training).
- 2.1.5 Safer recruitment checks are required, to include DBS details, ID checks, right to work in the UK, references and interview notes for all appointments of staff, volunteers and homestays (see Standards 2.8 Safer Recruitment and 6.1 Checks).
- 2.1.6 The guardianship organisation is required to produce suitable guidelines for staff, local coordinators, volunteers, and homestays on the behaviour that it expects. A suggested list of content for such a code of conduct can be found in Appendix 6.
- 2.1.7 AEGIS members who operate in Scotland are required to pay due regard to the requirements of the Scottish Care Inspectorate. Please note that the Scottish regulations apply to all guardianship organisations who provide accommodation/guardianship for students in Scotland, regardless of where the organisation is based. AEGIS recommends that contact is made with the Scottish Care Inspectorate to determine what is required for individual organisations. (The Care Inspectorate contact centre telephone: 0345 600 9527)⁵

Advisory:

It is advisable that guardianship organisations ask all their employees, volunteers and homestay primary carers to complete a medical declaration.

⁴ See National Minimum Standards for Boarding School 2022, standard 22.5:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1102344/National_minimum_standards_for_boarding_schools.pdf

⁵<https://www.careinspectorate.com/images/documents/6050/Guidance%20for%20the%20regulation%20of%20guardianship.pdf>

It is advisable that guardianship organisations share the AEGIS Quality Standards with their staff and homestays.

2.2 Contracts

- 2.2.1 The guardianship organisation is required to provide all paid staff with a contract of employment.
- 2.2.2 The guardianship organisation is required to provide all parents/agents with a clear contract.
- 2.2.3 The guardianship organisation is required to provide each homestay with a clear contract.
- 2.2.4 The guardianship organisation is required to provide any educational agents that they work with either in the UK or overseas with a clear contract.

Advisory:

AEGIS strongly advises that guardianship organisations take legal advice as to the content of contracts.

2.3 Handbooks

- 2.3.1 The guardianship organisation is required to produce a suitable handbook for students, which should be written in an age-appropriate style; for example, it might not be appropriate to include the entire safeguarding policy in the Student Handbook, but it is important that they know what is acceptable behaviour and who to turn to should they have any concerns (see Appendix 1 for minimum details to be included).
- 2.3.2 The guardianship organisation is required to produce a suitable handbook for parents and agents (where appropriate) (see Appendix 2 for minimum details to be included).
- 2.3.3 The guardianship organisation is required to produce a suitable handbook for homestays (see Appendix 3 for minimum details to be included).

2.4 Insurance

- 2.4.1 The guardianship organisation is required to have up-to-date professional indemnity and public liability insurance in place sufficient to cover the scope of the guardianship organisation's business, and employer's liability insurance where applicable.⁶

⁶ The AEGIS office is happy to supply the details for of insurance companies who have worked successfully with other member GOs.

- 2.4.2 The guardianship organisation is required to have a process for checking that all homestays are aware of the need to ascertain the adequacy of their home insurance in respect of hosting international students. The guardianship organisation must inform the homestay that the insured (homeowner) should declare all facts to the insurer in order to a) obtain the right cover and b) obtain the right premium.
- 2.4.3 Where the homestay also provides transport using their car for the students in their care, the guardianship organisation must make homestays aware of the need for adequate comprehensive vehicle insurance and to inform their insurers that they will be using their car to provide transport to international students, for which they may be paid or receive expenses.

2.5 Record Keeping

- 2.5.1 The guardianship organisation is required to have a secure and efficient method for holding records.

2.6 Emergency Procedures

- 2.6.1 The guardianship organisation is required to provide all students, parents, staff, volunteers, homestays and partner schools with a 24-hour emergency contact number which should connect them to a suitable member of staff who will have the necessary experience and access to any records to assist with their enquires.
- 2.6.2 The guardianship organisation is required to have an emergency plan in place to show how they would deal with any reasonably foreseeable emergency situations e.g., illness, disciplinary action, health pandemic, missing student, death or injury of a student etc. This plan must demonstrate who would be responsible for the student and what action would be taken.
- 2.6.3 Guardians who work alone must ensure that they have suitable and vetted emergency cover in place in case they are unable to fulfil their duties.

2.7 Information Sharing and Data Protection

- 2.7.1 The guardianship organisation is required to share information appropriately with parents, students, agents, homestays, schools, local children's services and other external bodies where there is a need to do so.
- 2.7.2 The guardianship organisation is required to be registered with the Information Commissioner's Office (ICO) and to appoint a data controller.⁷

⁷ <https://ico.org.uk/for-organisations/data-protection-fee/>

- 2.7.3 The guardianship organisation is required to have a suitable data protection policy and privacy notice, in line with ICO requirements.⁸ The privacy notice should be available publicly and via the website, where there is a website available.
- 2.7.4 The guardianship organisation is required to ensure that all records are kept securely and can only be accessed by those people who need to see the information, in line with data protection requirements⁹. They should make staff and homestays aware of the need to keep records securely in line with their published procedures.
- 2.7.5 The guardianship organisation is required to have the necessary consent and safeguards in place before using any photographs of students in publicity materials or on their website.¹⁰
- 2.7.6 **It is the responsibility of the guardianship organisation to secure permission from individuals, prior to supplying contact details to AEGIS as part of the accreditation process.** It is strongly suggested that the guardianship organisation includes the need to share contact details with the AEGIS office and inspectors for the purposes of a gold standard (re)accreditation inspection within their privacy notice and data protection policy. If not, the guardianship organisation must be able to demonstrate to the lead inspector how they have sought permission from the relevant parties.

2.8 Safer Recruitment

- 2.8.1 The guardianship organisation is required to have and implement a safer recruitment policy taking account of safer recruitment guidance (as detailed in the most recent version of *Keeping Children Safe in Education*¹¹) when appointing new staff, volunteers and homestays.
- 2.8.2 At least one member of staff involved in any interview panel should have received safer recruitment training from a recognised provider. This can be completed online or face to face, and as best practice it is advised that this should be refreshed regularly.¹²
- 2.8.3 Detailed notes must be kept of all staff and homestay interviews (see Standard 2.5 Record Keeping).
- 2.8.4 The guardianship organisation must obtain two written references from people who have known the candidate for a minimum of two years. For staff and/or volunteers, one of these references should be from the current or most recent employer. If this is their first job, at least one reference should be from a professional person. Referees may not be related to the employee. For homestays, at least one of these references should ideally be from a

⁸ <https://www.gov.uk/data-protection>

⁹ See the ICO guidance at <https://ico.org.uk/for-organisations/guide-to-data-protection/>

¹⁰ <https://learning.nspcc.org.uk/research-resources/briefings/photography-sharing-images-guidance>

¹¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1181955/Keeping_children_safe_in_education_2023.pdf

¹² <https://learning.nspcc.org.uk/training/safer-recruitment-training>

professional person and referees must not be related to the primary carer. Open references (e.g. To whom it may concern) may not be accepted.

Once the references have been received, the guardianship organisation is advised to check the information given in the reference and ensure electronic references originate from a legitimate source. If concerns are raised within the reference, the guardianship organisation is required to address these by telephoning the referee, so any further questions can be asked. A log of the call should be placed on file. The references should be retained on file for the duration of contract/employment and then an agreed period of time afterward, normally 5-7 years. The guardianship organisation is required to check that information provided in references is not contradictory or incomplete. On receipt, references should be checked to ensure that all specific questions have been answered satisfactorily. The referee should be contacted to provide further clarification as appropriate, for example if the answers are vague or if insufficient information is provided. They should also be compared for consistency with the information provided by the candidate on their application form. Any discrepancies should be taken up with the candidate.

- 2.8.5 All staff, volunteers and homestays (including all homestay members aged 16 and over) must have been issued with DBS certificate (PVG or disclosure check in Scotland) relevant to their role, prior to employment or hosting. A record should be kept of the date on which the DBS certificate was checked by the guardianship organisation, recording the certificate number and date of issue.
- 2.8.6 If staff or homestays are providing a 'regulated activity'¹³, the guardianship organisation is required to undertake a children's barred list check in addition to the enhanced DBS check. The guardianship organisation will be required to obtain written permission from all individuals before any DBS checks can be undertaken. AEGIS asks that guardianship organisations perform their own DBS checks unless the certificate holder is signed up to the DBS Update Service.
- 2.8.7 Where a DBS certificate (for a member of staff, homestay or homestay family member) lists a previous conviction, the guardianship organisation must complete a written risk assessment to determine whether the member of staff is suitable to work with children, or if the homestay would be suitable to host students. If the guardianship organisation is in any doubt as to whether or not an individual is suitable to host students, they should seek guidance from the homestay's Local Authority.
- 2.8.8 An overseas check should be undertaken if a member of staff, volunteer or homestay member has lived or worked abroad for more than 3 months in the last five years. A police check should be obtained from the country where the individual lived. The Government has a document that explains the different procedures for each country¹⁴. Should the country be unable to provide a check, then the guardianship organisation should undertake

¹³ For guidance on 'regulated activity' <https://www.ddc.uk.net/help-advice/what-is-regulated-activity/what-is-regulated-activity-with-children/>

¹⁴ For guidance on overseas criminal record checks go to <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

additional checks to satisfy itself that the individual is suitable, such as obtaining an additional reference and conducting a risk assessment.

- 2.8.9 The guardianship organisation is required to collect information from staff, volunteers and the homestay primary carer to verify their identity, this should preferably be by the passport or if not the birth certificate. Permission should be sought from the individual for a copy of this document to be retained by the guardianship organisation for their records.
- 2.8.10 The guardianship organisation should ensure that the member of staff or homestay has the right to work in the UK and record the date that this check took place.
- 2.8.11 The guardianship organisation should carry out an online search as part of their due diligence on the shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which the guardianship organisation might want to explore with the applicant at interview.

Advisory:

The guardianship organisation may wish to use a single central record to store all safer recruitment checks in one place. A sample is provided in Appendix 7.

It is considered best practice for DBS checks to be renewed every three years.

Guardianship organisations are advised to contact the homestay's Local Authority Children's Services to check whether they are aware of any concerns that may affect their suitability to act as a host for students, regardless of the length of stay. They should inform candidates that this check may be undertaken at the application stage and gain their written permission for such checks to be taken out.

2.9 Finance

- 2.9.1 The guardianship organisation is expected to ensure that any payments due to staff, volunteers or homestays are transacted promptly and are appropriately recorded.
- 2.9.2 The guardianship organisation is required to keep a record of any student finances held by the guardianship organisation (e.g., pocket money).

2.10 Policies

- 2.10.1 The guardianship organisation is required to review all policies and handbooks at least annually or more often if required. Policies and handbooks should include a publication and review date.

3 Students

3.1 Student Induction

- 3.1.1 The guardianship organisation is required to provide students, parents and agents (where appropriate) with sufficient information to prepare them for their arrival in the UK.
- 3.1.2 The guardianship organisation is required to provide students with a suitable induction programme. This must include going through the contents of the student handbook and ensuring that the student has an opportunity to ask any questions about points they may be unsure of.

3.2 Student Wellbeing

- 3.2.1 The guardianship organisation is required to check in with students on a regular basis to ensure their wellbeing. This is especially important during and after stays with homestays. This could be in the form, for example, of a telephone call, text message or a visit where applicable.
- 3.2.2 A record of such communication should be kept on the student file and any concerns followed up appropriately.
- 3.2.3 The guardianship organisation should consider how to build trusted relationships with children and young people which facilitate communication.

3.3 Mental Health

- 3.3.1 The guardianship organisation must have a clear procedure in place to support an international student presenting mental health issues, to include removal of a student from school.
- 3.3.2 If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken, following their safeguarding and child protection policy, and speaking to the Designated Safeguarding Lead. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Guardianship organisation staff and homestays, however, might well identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. All staff and homestays should be aware that mental health problems can affect any young person, and in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. A list of external agencies and bodies which are well placed to support such students and which staff can access for advice can be found in Appendix 10.
- 3.3.3 The guardianship organisation must have a student removal form which a member of school staff is asked to complete and return, before removing a student from the school setting. This is to ensure that the guardianship organisation has enough information about the circumstances leading up to the removal of the student in order to support the student appropriately, and to ensure all appropriate steps have been taken up to that point. See

Appendix 11 for Example Student Removal Form. Guardians and schools should work together to support the student in the best way possible.

Advisory:

The guardianship organisation may wish to consider having a select number of homestays whose main carers have experience supporting students with mental health needs. This might be a main carer who has a nursing background, for example, or who is an experienced foster carer.

The guardianship organisation may wish to have a mental health policy in place to guide all staff and homestays, outlining the organisation's approach to promoting student mental health and wellbeing. See Appendix 12.

3.4 Student Information

- 3.4.1 The guardianship organisation is required to hold relevant information for each student. This should be reviewed regularly and at least annually. Appendix 12 sets out the information which should be stored as a minimum.
- 3.4.2 Relevant permission must be obtained from the parent(s) to hold this information and to pass it on to homestays/schools as appropriate, in line with ICO data protection principles.
- 3.4.3 The guardianship organisation must ensure that all confidential data is securely stored and that confidentiality is maintained when sharing any relevant student information with other parties.
- 3.4.4 The guardianship organisation must ensure that where regular student medication is required, the homestay is fully aware.

4 Travel Arrangements

- 4.1. Where the guardianship organisation is responsible for organising any travel arrangements for students, a full record of these arrangements must be kept and shared with the student, parent, agent (where appropriate), school and homestay as appropriate. The record should include the date, times and mode of transport.
- 4.2. The guardianship organisation is required to ensure that suitable permissions are in place for any travel arrangements undertaken by students in their care.
- 4.3. The guardianship organisation is required to ensure that where they are using the services of a local, licensed taxi firm, that they have written confirmation from the company to show that suitable checks, including an enhanced DBS/PVG Check, have been conducted on the drivers who will provide transport to their students. This is because these drivers will have direct and largely unsupervised contact with students.
- 4.4. The guardianship organisation is required to ensure that all relevant laws relating to the use of child seats or booster seats for under 12s, when the student is below 135cm in height, and seat belts for over 12s or more than 135cm tall are discussed with students and adhered to.¹⁵

Advisory:

It is strongly recommended that students under the age of 18 travel with a permission to travel letter, an example of which can be found in Appendix 9.

¹⁵ <https://www.gov.uk/child-car-seats-the-rules>

5 Homestays

5.1 Checks

- 5.1.1 In addition to the safer recruitment checks required in [Standard 2.8](#) the guardianship organisation is required to ask the primary carer in the homestay to complete a declaration on behalf of the household. Alternatively, each household member could complete an individual self-declaration. A suggested wording is given in Appendix 5. Best practice would be to ask for repeat self-declarations on an annual basis or include a requirement that individuals must notify you if anything contained within their self-declaration changes.
- 5.1.2 An enhanced DBS check for all persons aged 16 years or over who are resident at the homestay address is required. These checks should include any people who are temporarily working or studying away from home if they will be at the homestay at the same time as any students. The same applies for any regular overnight visitors. Please note that DBS checks for household members other than the primary carer can be classed as volunteers.

Advisory:

Where a student is staying overnight anywhere other than with a homestay who has been appointed and fully-checked by the guardianship organisation, AEGIS advises that written permission is sought from the parents giving full details of the responsible adult. This is regardless of the length of stay. A telephone call should be made to the responsible adult where given information can be verified. ID may be requested and transport arrangements should be fully checked to ensure their safety.

5.2 Information

- 5.2.1 The guardianship organisation is required to gather full details on all homestay members either permanently resident or temporarily living away from home. For example:
- Full Names
 - Date of Birth
 - Gender
 - Occupation
 - Interests and hobbies
 - Religion (if applicable)
 - Smoker/non-smoker, if so inside/outside the property
 - Any dietary patterns followed by members of the homestay if they will affect the student

- Any pets or animals kept by the homestay.
- 5.2.2 The guardianship organisation is required to gather information from the homestay about any other regular visitors to the household such as extended family members and visitors and to record if they stay overnight with the homestay or not.

5.3 Homestay Profile

- 5.3.1 The guardianship organisation is required to provide a short profile on the homestay (based on the information above) which can be sent to students, parents and agents (where appropriate). The content of this profile is left to the guardianship organisation to decide, but photographs are especially useful where possible. It is left to the discretion of the guardianship organisation whether contact details for the homestay are passed to parents and agents (where appropriate).

5.4 Availability of Homestays

- 5.4.1 The guardianship organisation is required to demonstrate that they have access to a sufficient number of homestays to meet the needs of the students within their care, including provision for emergency situations as detailed in Standard 2.6.

5.5 Student Accommodation

- 5.5.1 The guardianship organisation is required to ensure that the following points are adhered to when appointing homestays and to ensure a comfortable living environment for students:
- 5.5.1.1 A suitable bedroom and social area(s) are provided which are well kept, clean and in good repair, with sufficient natural light.
 - 5.5.1.2 Suitable safeguards must be in place to ensure that students have sufficient privacy from other students. Parents should be made aware of students who may wish to share bedrooms and must give consent before the arrangement goes ahead.
 - 5.5.1.3 Guardianship organisations should ensure that where homestays are using a double bed, only one student is using this facility. Under no circumstances should students share a double bed.
 - 5.5.1.4 The homestay should have suitable heating and lighting and access to sufficient supplies of hot water as required.
 - 5.5.1.5 Students should have access to a private space to study.
 - 5.5.1.6 Students should have access to appropriate hanging and drawer space for clothing.

- 5.5.1.7 Students should have access to a bathroom with a lock on the door and either a shower or bath.
- 5.5.1.8 Students should have the right to opt for a non-smoking and/or non-pet homestay environment.
- 5.5.2 The guardianship organisation is required to ensure that no more than three students are placed with the same homestay at any one time, unless in exceptional circumstances. See note in Standard 8 and accompanying note for explanation.
- 5.5.3 Guardianship organisations should ensure that homestays who work with other guardianship organisations are not accommodating more than three students in total when members of an AEGIS guardianship organisation are being hosted.
- 5.5.4 Guardianship organisations who offer a boarding house style of hosting that accommodate multiple students should contact the AEGIS office to discuss the provision. AEGIS has a revised set of standards for companies who operate in this way.
- 5.5.5 The guardianship organisation is required to ensure that when students under the age of 16 are in the care of a homestay, no students over the age of 20 are being hosted either by the guardianship organisation or another guardianship organisation working within the same homestay.
- 5.5.6 The guardianship organisation is required to ensure that they do not host any other paying guests or operate any form of bed and breakfast facility when hosting AEGIS students.
- 5.5.7 While there are no legal restrictions, the guardianship organisation is expected to ensure homestays adhere to NSPCC advice on adult supervision and ensure that:
- Students aged 12 and under are not left home alone for a long period of time;
 - Students aged 16 and under are not left home alone overnight;
 - Students are not left home alone regardless of their age if they do not feel comfortable with this.

5.6 Meals

- 5.6.1 The guardianship organisation is required to ensure that all homestays provide students with a full board provision of breakfast, lunch and dinner during their stay, taking account of any dietary needs.
- 5.6.2 The guardianship organisation is required to ensure that all homestays provide students with access to suitable drinks and snacks during their stay.

5.7 Laundry

- 5.7.1 The guardianship organisation is required to ensure that all homestays provide students with suitable laundry facilities if they are resident for more than one night. In most cases the homestay would do the laundry for the student. Depending upon the age of the students, the homestay may give permission for them to do their own laundry if requested and agreed.

5.8 Guidelines on conduct when hosting a student

- 5.8.1 The guardianship organisation should ensure that all homestays are aware that when providing accommodation for students they should try to include them within the routines of the family as much as possible and provide a homely environment.
- 5.8.2 The guardianship organisation is required to produce suitable guidelines for homestays on the behaviour that it expects. A suggested list of content for such a code of conduct can be found in Appendix 6.
- 5.8.3 The guardianship organisation should ensure that all homestays are aware that they may only use reasonable, appropriate and lawful means of control to maintain safety.
- 5.8.4 The guardianship organisation should ensure that all homestays are aware that under no circumstances should physical punishment ever be used.
- 5.8.5 The guardianship organisation should provide guidance to ensure that all homestays are aware of how to reassure students if in distress.
- 5.8.6 Use of CCTV in homestays: ICO has a Code of Practice in relation to the use of CCTVs inside and outside properties, this must be adhered to by a homestay using CCTV <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/cctv-and-video-surveillance/guidance-on-video-surveillance-including-cctv/about-this-guidance/>.

The key is having a clear and lawful need for the recording and to be able to demonstrate why CCTV is appropriate to meet that need, taking into account an individual's right to privacy and what the CCTV user has done to ensure the recordings are no more intrusive than they need to be and that there is a clear system to ensure any data obtained is adequately protected, in line with the usual data protection principles (just as for written data). It is essential that the ICO guidelines have been adhered to and that the main homestay carer has a paper trail to demonstrate this. Homestays using CCTV are expected to remain up to date with any changes in this Code of Practice and the guardianship organisation should conduct ad hoc checks to ensure that this is happening.

5.9 Annual Training

- 5.9.1 The guardianship organisation should provide the homestay with regular training opportunities, at least annually. This may be provided by newsletters/online courses/in-person training during the annual visit or by any other means the guardianship organisation feels appropriate. The annual training must, as a minimum, cover an update on any safeguarding and mental health matters and changes to any national regulations affecting the care of children and young people (See Standards 2.1.4 Staff, Volunteers & Homestays, and 6.3 Safeguarding Training). Please consult the AEGIS office for details of safeguarding training which AEGIS provides.

5.10 Health and Safety & Annual Visit

- 5.10.1 All guardianship organisations are required to demonstrate that they comply with matters of health and safety in accordance with the guidance given by the Health and Safety

Executive¹⁶. Guardianship organisations with 5 or more employees will need to provide a written policy in this respect:

- 5.10.1.1 The guardianship organisation is required to conduct an initial assessment visit in person to each homestay **before** placing any students within the household. During this visit, suitable health and safety checks must be conducted and a simple risk assessment¹⁷ of the property undertaken along with a check on the suitability of the accommodation. Comprehensive notes of this visit must be recorded within the Homestay File.
- 5.10.1.2 The guardianship organisation should keep an accident book for any recordable events involving students, staff, homestays or volunteers¹⁸.
- 5.10.2 The minimum health and safety checks required by AEGIS are as follows:
 - 5.10.2.1 A minimum of one smoke alarm to be installed on every storey.¹⁹
 - 5.10.2.2 A carbon monoxide alarm to be installed in any room containing a gas, liquid or solid fuel burning appliance.
 - 5.10.2.3 An annual landlord gas safety check to be undertaken by a Gas Safe registered engineer and a copy of the certificate provided to the guardianship organisation²⁰.
 - 5.10.2.4 The homestay must ensure that the electrical system is safe, e.g., sockets and light fittings are secure and not overloaded and any appliances used by the student are safe.
 - 5.10.2.5 The homestay must discuss the possible evacuation routes from the property with students. If doors or windows are locked students must know where to find the key in the event of a fire.
 - 5.10.2.6 It is not an AEGIS requirement for homestays to have fire extinguishers or fire blankets unless the property is classed as a house in multiple occupation²¹. If fire extinguishers and fire blankets are provided, they must be suitably serviced.
 - 5.10.2.7 Where open fires are used, a suitable fire guard should be in place when the fire is lit.
 - 5.10.2.8 Any matches / lighters should be appropriately stored.
 - 5.10.2.9 A basic first aid kit should be available to include, plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.²²
 - 5.10.2.10 Any prescription medication and drugs should be kept safely especially when hosting young students.
 - 5.10.2.11 Alcohol should be appropriately stored.

¹⁶ [Prepare a health and safety policy - HSE](#)

¹⁷ <https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>
<https://www.rospa.com/rospaweb/docs/advice-services/home-safety/home-garden-safety-checklist.pdf>

¹⁸ <https://www.hse.gov.uk/pubns/books/accident-book.htm>

¹⁹ <https://www.gov.uk/government/publications/smoke-and-carbon-monoxide-alarms-explanatory-booklet-for-landlords/the-smoke-and-carbon-monoxide-alarm-england-regulations-2015-qa-booklet-for-the-private-rented-sector-landlords-and-tenants>

²⁰ <https://www.hse.gov.uk/gas/landlords/safetycheckswho.htm>

²¹ <https://www.gov.uk/private-renting/houses-in-multiple-occupation>

²² <http://www.hse.gov.uk/firstaid/faqs.htm#first-aid-box>

5.10.2.12 The homestay should have an awareness of basic food hygiene when preparing meals for students.²³

5.10.3 The guardianship organisation is required to conduct at least an annual visit in person to each homestay held on their records. During this visit, support should be offered to the homestay and suitable checks for safety and suitability should be undertaken to ensure any changes since the last visit are properly recorded and felt to be acceptable. Comprehensive notes of this visit must be recorded within the Homestay File.

Advisory:

Guardianship organisations and homestays may wish to ask students to use UK plugs only and not to use overseas adaptors as these can be a source of fire. UK mobile phone and laptop adaptors are relatively easy and inexpensive to obtain in most cases.

5.11 Visits and Inspections

5.11.1 As part of the application process, the guardianship organisation is required to inform their homestays that they are expected to co-operate when there is an inspection by AEGIS or any other statutory body. A meeting with the homestay and access to their accommodation at a pre-arranged time may be necessary.

Advisory:

The guardianship organisation should make contact with the homestay during the student's stay to check that both parties are happy with how the stay is going.

5.12 Using a Third-Party Homestay Provider

5.12.1 Whilst AEGIS expects its members to usually source their own homestays, there may be occasions where members have a need to source homestays using a third-party provider. For example, they may have a request for a homestay in an area of the country where they do not usually operate. Members must contact AEGIS for further information when using homestays sourced from a third party as it is still a requirement for checks to be undertaken on homestays and their accommodation. This is regardless of whether the third party has already undertaken their own checks.

²³ [Safer food, better business for childminders | Food Standards Agency](#)

6 Safeguarding, Child Protection and Welfare

6.1 Safeguarding & Child Protection Policy

- 6.1.1 The guardianship organisation is required to produce and implement a suitable safeguarding & child protection policy which should relate to all relevant points contained in the latest version(s) of government guidance: *Keeping Children Safe in Education*²⁴ and *Working Together to Safeguard Children*²⁵ along with any other appropriate legislation. (See Appendix 4 for a guide to the minimum content for a Safeguarding Policy). A copy must be provided to all members of staff, homestays and volunteers and made available to parents and partner schools on request. It should ideally be available on the guardianship organisation's website if one exists.
- 6.1.2 The safeguarding and child protection policy must be reviewed regularly, at least annually and dated.
- 6.1.3 In the case of students, the guardianship organisation must ensure that students know how to keep safe, how to report any concerns they may have and be aware that any concerns they raise will be treated seriously. This can be done in an age-appropriate way in the student handbook or in a separate publication.

6.2 Designated Safeguarding Lead (DSL)

- 6.2.1 The guardianship organisation must appoint a senior member of staff to act as the organisation's DSL.
- 6.2.2 This individual must attend suitable training. Online DSL courses are only acceptable if they are live. This training must be renewed every two years.
- 6.2.3 The DSL should make contact and liaise as necessary with their counterparts in each of the partner schools the guardianship organisation works with.
- 6.2.4 Where there is a safeguarding concern, the DSL must liaise with the LSP as necessary and ensure all local inter-agency procedures are followed and documented.
- 6.2.5 Any safeguarding case notes should be kept securely and only accessible to the DSL and senior management. These should include any correspondence with the Local Children's Services or other professional organisations e.g., Police.

²⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1181955/Keeping_children_safe_in_education_2023.pdf

²⁵https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf

- 6.2.6 The guardianship organisation must have a suitable plan in place when the DSL is unavailable. Ideally there should be a deputy DSL who is trained to the same level as the DSL.

6.3 Safeguarding Training

- 6.3.1 It is the responsibility of the DSL to ensure that all members of staff, volunteers and homestays receive appropriate introduction to safeguarding training (previously referred to as level 1). This can be done online or in person and should be completed before starting their role. Training then needs to be renewed every three years. If the individual has already completed suitable safeguarding training, guardianship organisations should see a copy of the certificate and record the date and level of training. This certificate should also include the date of the training/ expiry date. Guardianship organisations are advised to liaise with AEGIS for training recommendations.
- 6.3.2 The guardianship organisation is required to keep a formal record of all safeguarding training.
- 6.3.3 All staff and homestays should receive regular safeguarding updates from the guardianship organisation, at least once per year (See Standards 2.1.4 Staff, Volunteers & Homestays, and 5.10 Checks).

6.4 Whistleblowing

- 6.4.1 The guardianship organisation is required to produce a suitable policy to cover the aspects of whistleblowing within their organisation, which should be shared with staff and homestays.
- 6.4.2 Whistleblowing procedures protect staff members who report colleagues they believe are doing something wrong or illegal, or who are neglecting their duties. The policy must show how this is managed by the guardianship organisation.
- 6.4.3 The NSPCC has a whistleblowing helpline which is available for staff who do not feel able to raise concerns regarding child protection failures within the organisation. Staff can call 0800 028 0285 between 8am and 8pm Monday to Friday or can email: help@nspcc.org.uk. In addition, *Protect* provide a free, confidential advice line for concerned staff to call before whistleblowing. The helpline is 020 3117 2520 and their website is: www.protect-advice.org.uk/. Details of these services should be included within the organisation's whistleblowing policy.

6.5 Allegations and Low-Level Concerns

- 6.5.1 The guardianship organisation is required to outline procedures that they will follow in the event that an allegation is made against a member of staff, homestay or volunteer. This can be included within the safeguarding policy.
- 6.5.2 The guardianship organisation is required to have a policy that outlines their procedure for dealing with low-level concerns. A low-level concern is any concern about an adult's behaviour towards a child that does not meet the allegation threshold set out in the Safeguarding and Child Protection Policy. This can be a standalone policy or included within the safeguarding policy. The guardianship organisation should ensure that staff understand the importance of reporting any low-level concerns that they may have. *Keeping Children Safe in Education* explains low-level concerns and how they should be handled in further detail (See part four section two.)
- 6.5.3 The guardianship organisation is required to encourage staff and homestays to self-report any situation which could appear compromising or be misconstrued, or where their behaviour has fallen below the standards required in the code of conduct. The guardianship organisation should have a process in place to record and manage such circumstances.

6.6 Anti-Radicalisation – Prevent Duty

- 6.6.1 The guardianship organisation is required to produce a suitable policy to cover the aspects of anti-radicalisation which must relate to all relevant points contained in the latest version of the government guidance: *The Prevent Duty: for schools and childcare providers*.²⁶ and *Prevent Duty Guidance*²⁷.
- 6.6.2 The anti-radicalisation policy must be reviewed regularly and at least annually and then updated as necessary. The policy should be made available to members of staff, volunteers, homestays and parents and partner schools on request.
- 6.6.3 In the case of students, the guardianship organisation must cover the key points in appropriate language in the Student Handbook. This should include the 24-hour contact number.
- 6.6.4 The policy must include a 24-hour contact number for students, staff, volunteers, homestays and schools to report any radicalisation concerns. These would normally be reported to the DSL or another senior trained member of staff.
- 6.6.5 At least one member of staff must complete Prevent/Anti-radicalisation training. The free online courses available via the link below may be helpful for the DSL (and deputy) or nominated staff member who takes the lead on Prevent for the organisation.

²⁶ <https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

²⁷ <https://www.gov.uk/government/publications/prevent-duty-guidance>

[Prevent duty training: Learn how to support people susceptible to radicalisation | Prevent duty training \(support-people-vulnerable-to-radicalisation.service.gov.uk\)](https://support-people-vulnerable-to-radicalisation.service.gov.uk)

Where the Prevent lead trains using the above link, all three available courses should be completed. As an alternative, online anti-radicalisation courses are available from a number of other providers.

Advisory:

All other staff, volunteers and homestays are also encouraged to complete the government basic level Prevent awareness e-learning. (Please see the link above.)

It is advised that the refresher course available via the above link is completed regularly by the Prevent lead.

6.7 Missing Students

- 6.7.1 The guardianship organisation is required to produce a suitable policy to cover the steps to be followed by members of staff and homestays in the event that a student goes missing. The guardianship organisation may find it useful to refer to the guidance issued to children's homes when compiling this policy.²⁸
- 6.7.2 A copy of the policy must be shared with all members of staff, volunteers, homestays and made available to parents and partner schools on request.
- 6.7.3 The policy must include a 24-hour contact number to report any missing students to the guardianship organisation.
- 6.7.4 The guardianship organisation should also take into account the guidance in *Children Missing from Education*²⁹ where this is relevant.

6.8 Student Behaviour

- 6.8.1 The guardianship organisation is required to produce suitable guidelines (for example in a policy or handbook) to cover the positive behaviour it expects from students and to provide guidance in key areas of their expectations. These should be tailored to the age of the students. The guidance should be written for the benefit of students, parents, agents (where appropriate) and homestays and refer to the expectations in the following key areas (where appropriate for the age of child):

- 6.8.1.1 Behaviour and conduct when staying with a homestay

²⁸https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/307867/Statutory_Guidance_-_Missing_from_care_3_.pdf
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/271820/Flowchart_when_a_child_goes_missing_from_care.pdf

²⁹https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550416/Children_Missing_Education_-_statutory_guidance.pdf

- 6.8.1.2 Curfew arrangements
- 6.8.1.3 Use of the kitchen area
- 6.8.1.4 Use of the bathroom
- 6.8.1.5 Use of the Wi-Fi / access to the home computer
- 6.8.1.6 Laws regarding the consumption of alcohol
- 6.8.1.7 Laws regarding the use of drugs and illegal substances
- 6.8.1.8 Laws regarding smoking
- 6.8.1.9 Laws regarding sexual activity
- 6.8.1.10 Laws regarding tattoos and body piercings
- 6.8.1.11 Arrangements when students wish to stay away from the homestay

6.9 Anti-Bullying including Cyberbullying

- 6.9.1 The guardianship organisation is required to produce an Anti-Bullying Policy, including Cyberbullying. This should be shared with staff and homestays and made available to parents and students on request.
- 6.9.2 The guardianship organisation is required to produce suitable guidelines for students to help them understand how to deal with any bullying issues they or their friends may be facing. These should also be made available to homestays. This could be included in the Student Handbook or produced as a standalone document.³⁰

6.10 Online Safety

- 6.10.1 The guardianship organisation is required to produce an Online Safety Policy which must be provided to staff and homestays and to students and parents on request.

Advisory:

AEGIS advises that a senior member of staff completes additional online safety training where this is not sufficiently covered within the safeguarding training undertaken, and then ensures that the appropriate information is disseminated to all staff and homestays.

³⁰https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/106968/8/Preventing_and_tackling_bullying_advice.pdf
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1069987/Cyberbullying_Advice_for_Headteachers_and_School_Staff_121114.pdf
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/444865/Advice_for_parents_on_cyberbullying.pdf
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

7 Complaints

- 7.1 The guardianship organisation is required to produce and follow a suitable policy on recording and responding to complaints in a timely manner.
- 7.2 The policy should cover an informal and a formal resolution stage, and then a further stage for referring the matter to AEGIS if the complaint cannot be resolved by the guardianship organisation.
- 7.3 The guardianship organisation should keep a written record of all formal complaints and the action that was taken as a result of those complaints (regardless of whether they are upheld).

8 Day Students, Prolonged Stays with Hosts and Private Fostering

- 8.1 Where a guardianship organisation has any students under the age of 16 (under 18, if the student has a disability) living with homestays who are not their parent or a close relative for 28 days or more, they must adhere to the regulations regarding private fostering in place within their local area as directed by their local authority.³¹
- 8.2 The guardianship organisation is required to demonstrate how they liaise with the school and the homestay to ensure that, where possible, the local authority is notified of the proposal for a private fostering arrangement at least six weeks before the date on which the arrangement is to begin. Where the arrangement is to begin within six weeks, the local authority is to be informed immediately.
- 8.3 The guardianship organisation must demonstrate how they liaise with the school and homestay to explain carefully what is required of them in entering into a private fostering arrangement. This includes explaining that there will be regular visits and meetings with the local authority.
- 8.4 The guardianship organisation is required to demonstrate that they have a system in place for recording all correspondence with the local authority private fostering team and securing relevant permissions to share such information as is necessary with the student, parents, agents (where appropriate), homestay and partner school.
- 8.5 In the case of day students over the age of 16, the guardianship organisation should be mindful of the extended period students will spend with homestays and regularly carry out suitable checks to monitor and ensure their welfare.

Note: The provisions set out in schedule 7 of the Children Act 1989 prescribe the usual fostering limit of not more than three children <https://www.legislation.gov.uk/ukpga/1989/41/schedule/7>. This provision applies to private fostering arrangements. If privately fostering more than three non-siblings without an exemption, the host would be considered to be operating a children's home without being registered under the Care Standards Act 2000, and would be guilty of an offence and liable for a fine.

Such a limit would not normally apply to educational guardians who are not considered to be privately fostering children because they do not meet the definition. However, the risk of triggering the private fostering provision, e.g., as a result of unexpected duration of arrangements, is high, resulting in potential criminal liability. The AEGIS three student requirement is therefore drafted with this private fostering requirement in mind, as a cautious measure designed to ensure that this situation does not arise.

³¹https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274414/Children_Act_1989_private_fostering.pdf
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274482/national_minimum_standards_for_private_fostering.pdf

9 Liaison with Partner Schools

- 9.1 The guardianship organisation is required to keep in regular contact with the student's school, in line with the requirements of the parents.
- 9.2 The guardianship organisation is required to inform their liaison contact at the school whenever they are visiting the site.
- 9.3 The guardianship organisation is required to provide schools with a statement of service, showing which students they are responsible for and what services each student's parents have requested they provide. This statement must be sent at the start of each academic year or when a new student joins the school.
- 9.4 The guardianship organisation is required to liaise with the school where appropriate concerning all travel and transport arrangements.
- 9.5 The guardianship organisation is required to liaise with the school where appropriate regarding any homestay arrangements.
- 9.6 The guardianship organisation is required to keep a comprehensive record or log of all visits to, and communication with, schools.

Appendix A - Preliminary Accreditation Essential Documents and Evidence for submission

- Statement of aims, principles and practice – see Standard 1.1
- Safeguarding and Child Protection Policy – see Standard 6.1 and Appendix 4 for further details
- Evidence of safeguarding training of DSL, staff and homestays – see Standards 6.2 and 6.3
- *Safer Recruitment Policy – see Standard 2.8 for further details
- Evidence of safer recruitment training – see Standard 2.8.3
- *Whistleblowing Policy – see Standard 6.4
- *Low Level Concerns Policy – Standard 6.5
- * Data Protection Policy and Privacy Notice – see Standard 2.7
- *Missing Student Policy – see Standard 6.7
- *Anti-Bullying including Cyberbullying – see Standard 6.9
- *Online Safety Policy – See Standard 6.10
- Student Behaviour Code of Conduct – see Standard 6.8
- *Anti- Radicalisation - Prevent Duty Policy – see Standard 6.6
- Evidence of Prevent Training of DSL and/or or nominated Prevent lead – see Standard 6.6.5
- Complaints Policy – see Standard 7
- Welfare Health and Safety Policy, where relevant– See Standard 5.10
- Emergency Procedure – see Standard 2.6
- Staff Code of Conduct – see Standard 2.1, Standard 5.8 and Appendix 6
- Evidence regarding processes relating to Private Fostering, where appropriate – see Standard 8
- Company Organisation Diagram (organogram)- if applicable – see Standard 2.1.1
- An example of a staff contract – See Standard 2.2
- An example of a parent / agent (if applicable) contract – see Standard 2.2

- An example of a homestay contract – see Standard 2.2
- Checklists used to record suitability of homestays and their accommodation – see Standard 5.10
- Copies of any brochures, if available – see Standard 1.2
- Student Handbook – see Appendix 1
- Parent Handbook – see Appendix 2
- Homestay Handbook – see Appendix 3
- Example of a School Statement of Service – see Standard 9.3
- Insurance Documents – see Standard 2.4
- ICO certificate- see Standard 2.7
- Job descriptions for staff and homestays – see Standard 2.1.3
- Evidence of DBS, PVG or disclosure checks for all staff, volunteers and homestays and Children’s Barred List checks where appropriate - see Standard 2.8
- Evidence of safer recruitment checks for all new staff, volunteers and homestays – see Standard 2.8
- ID and DBS certificates for any directors/ owners – see Inspection and Accreditation

Items marked * may be included in the Safeguarding and Child Protection Policy rather than as separate documents if required.

Please ensure that all documents containing personal detail (for example, contracts and Single Central Records) are redacted/anonymised. We also strongly suggest that files are password protected before they are submitted to AEGIS for inspection.

Appendix 1 - Content for a Student Handbook

This should include useful information to students with advice on the following areas in a language and style appropriate to their age.

Minimum Required Content

- Welcome and introduction from the guardianship organisation
- The role of the guardianship organisation, your guardian and the role of the homestay
- The responsibilities as a student, referring to/including the Student Code of Conduct
- Contact details of who in the guardianship organisation to turn to in case of an emergency and if the student has any concerns.
- The process for arriving in the UK – details on airport arrivals, remembering your passport, Biometric Residence Permit (BRP) etc., how to find the transport when you arrive
- A little background to living in the UK, British customs and etiquette etc.
- Personal safety and the care of valuable possessions and cash / credit cards
- Information on living with a homestay
- Information on meal times, what is provided, table manners, etc.
- Laundry arrangements
- Homesickness – signs and symptoms and how to cope with it / where to get help
- Electrical appliances and safety – specifically overseas phone chargers and laptop power devices posing a significant fire risk, so, if possible, purchase UK versions
- What to do in a medical emergency
- Permission for visiting the local area / travelling further afield
- English laws, including smoking, drinking, sexual activity, illegal substances
- Cover any relevant sections of the Safeguarding Policy which helps inform student about how to keep safe
- Prevent / anti-radicalisation
- Safe use of the internet, access to Wi-Fi
- Bullying / cyberbullying – how to be aware and who to turn to for help or guidance.

- List of useful contacts – telephone numbers and websites e.g., ChildLine, LSP (formerly LSCB) number, The Children’s Commissioner.³²

Additional items to consider

- Mobile phone registration / SIM cards
- Safe and courteous use of your mobile phone / homestay telephone
- Registering with a doctor / private medical insurance / dentist
- Using private cars / taxis – including use of seat belts
- Using public transport – including permission and booking tickets etc.
- Traffic safety as a pedestrian / cyclist
- Pocket money
- Setting up a bank account
- Keeping your passport, BRP safe and police registration
- Religion in the UK and access to places of worship
- Learning to drive
- Having regard for school rules when living with a homestay as well
- Advice on keeping safe during a pandemic.

³² <https://www.childrenscommissioner.gov.uk/about-us/contact/>

Appendix 2 - Content for a Parent Handbook

Minimum Required Content

- Welcome and introduction from the guardianship organisation
- Explanation of the role of the guardian and homestay
- Guardianship organisation's commitment to safeguarding and child protection
- Reference of where to find the guardianship policies on safeguarding, prevent / anti-radicalisation, complaints, anti-bullying, missing student, e-safety, data protection
- A clear statement of the services to be provided
- Contact details for the guardianship organisation and clear guidelines about who to contact if there is an emergency, problem or concern. A 24/7 emergency contact should be included.
- Transport arrangements
- Instructions on the procedure for requesting and arranging a homestay
- Arrangements for homestay provision in an emergency e.g., medical issue / suspension
- Arrangements for the provision of pastoral and academic updates on the student's welfare and progress at school and with the Homestay in line with service provided where appropriate
- Arrangement for expenses
- What parents can expect from the homestay, including accommodation and facilities
- Arrangement and advice on student finances, e.g., pocket money / bank accounts / credit cards
- Limitation of liability arising from conduct by any student placed with a homestay by the guardianship organisation, subject to legal limitations - Confirmation as to the level of any liability (and in particular a limit on any liability) arising from the conduct and/or behaviour of any student placed with the homestay by the guardianship organisation. This will need to reflect the legal limitations regarding the limiting of such liabilities. This provision essentially requires a statement confirming that the homestay provider (and guardianship organisation) will not be liable for any conduct of the student
- Information on the guardianship organisation's responsibilities during a contagious pandemic.

Appendix 3 - Content for a Homestay Handbook

Minimum Required Content

- Welcome and introduction from the guardianship organisation
- The role of the guardianship organisation and the role of the homestay
- Looking after and respecting the rights of the student, including reference to different age groups, cultures, religions etc.
- Exercising the same levels of care as a responsible parent – *in loco parentis* – accepting the day-to-day responsibility for the care of the student
- Reference of where to find the guardianship policies on safeguarding, prevent / anti-radicalisation, complaints, anti-bullying, missing student, online safety, data protection
- The requirement to undertake suitable safeguarding training and an annual update provided by the guardianship organisation – see Standard 6.3
- A statement regarding the need for self-reporting – See Standard 6.5.3
- Using only lawful and reasonable / appropriate means of control / contact / restraint to maintain safety and good order in the homestay. A statement saying physical punishment is illegal and must never be used must be included – see Standard 5.8 & and Appendix 6
- Guidance on providing comfort to students in distress – see Appendix 6
- The requirement for homestays to consider when it would be acceptable to leave a student unattended within the household – see Standard 5.5.7³³
- The standard expected for the accommodation, including the requirement for a separate private room, facilities within the room, including a space to study, access to a bathroom – see Standard 5.5
- The requirements for providing meals and snacks / access to the kitchen – see Standard 5.6
- Laundry arrangements – see Standard 5.7
- Access to communal areas within the house – see Standard 5.5
- Access to computers / Wi-Fi – see Standard 6.8
- Safe use of computer and Internet – see Standard 6.10
- Health and safety in the home, including current household insurance, landlord gas safe certificate, carbon monoxide alarms, smoke alarms, fire awareness – see Standard 5.10

³³ <https://www.nspcc.org.uk/keeping-children-safe/in-the-home/home-alone/>

- The use of a car by the homestay for transportation purposes, including insurance requirements – see Standards 2.4 and 5
- Clear instructions on whom to contact in the event of a problem or emergency – see Standard 2.6
- Guidance on the number of students to be accepted – see Standard 5.5
- Guidance on the sharing of rooms and facilities provided – see Standard 5.5
- A clear statement of expenses to be claimed and payments – see Standard 2.9
- Explanation / description of student behaviour / code of conduct – see Standard 6.8
- Permission for visiting the local area / travelling further afield– see Standard 6.8
- Curfew / bed times – see Standard 6.8
- Circumstances / arrangements surrounding the student staying away from the homestay during their time with the family – see Standard 6.8
- Advice for helping students to deal with homesickness
- Reference to the formal contract, including conditions for terminating the contract – see Standard 2.2
- The requirement to inform the guardianship organisation about any changes to the homestay arrangements
- The requirement not to have any other paying guests / run a bed and breakfast arrangement when looking after students from the guardianship organisation – see Standard 5.5
- Contact details including 24/7 emergency contact at the organisation – see Standard 2.6
- Being aware of the private fostering requirements where appropriate – see Standard 8
- Arrangements for allowing a member of the guardianship organisation to inspect the accommodation at least once a year – see Standard 5.11
- Information on the guardianship organisation’s responsibilities during a contagious pandemic.

Appendix 4 - Minimum content for a Safeguarding Policy

See Standard 6.1

A safeguarding or child protection policy is a statement that makes it clear what an organisation or group will do to keep children safe.

You may wish to contact your Local Safeguarding Partners where your offices are based, who may well have a model policy for you to look at as a starting point. Standard 6.1.1 also includes the requirement that the policy must relate to all relevant points contained in the latest version(s) of government guidance: *Keeping Children Safe in Education*³⁴ and *Working Together to Safeguard Children*³⁵ along with any other appropriate legislation.

As a minimum your policy must include:

- A statement setting out the organisation's commitment to protecting all children
- A statement to explain that where there is a safeguarding concern, the guardianship organisation will ensure the child's wishes and feelings are taken into account
- A statement to explain that all staff and homestays should be aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful. This should not prevent staff from having a professional curiosity and speaking to the DSL if they have concerns about a child
- What the organisation will do to keep children safe and respond to concerns
- A list of supporting procedures/policies
- A list of defined terms: e.g., safeguarding, child protection etc.
- An up-to-date list of the types and definitions of abuse and neglect along with common signs and symptoms to be aware of in line with those found in the latest version of *Keeping Children Safe in Education*
- Actions to be followed if there are concerns about a child or young person
- How the guardianship organisation will respond to allegations of child-on-child abuse (including sexual violence and sexual harassment)

³⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/181955/Keeping_children_safe_in_education_2023.pdf

³⁵https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

- Procedures for allegations of abuse against a member of staff or homestay (for those that meet the harm threshold and those that do not (low-level concerns procedure))
- A statement regarding the need for self-reporting – See Standard 6.5.3
- Explanation of the systems in place for children to report abuse and how their concerns will be treated seriously
- How to receive a disclosure from a child or young person
- The role of the DSL including full contact details
- A list of how safeguarding records will be kept
- A statement on when and how information sharing will take place (with who and when this might be required), reminding staff, homestays and volunteers that any safeguarding information shared with them must be kept confidential
- Training on offer to all staff, volunteers and homestays
- A statement on whistleblowing
- A statement on liaison with your LSP (formerly LSCB), including the contact details for all LSPs (formerly LSCBs) within the areas that your company operates
- The contact details of the Local Authority Designated Officer (LADO)
- A statement regarding liaison with parents, agents (where appropriate) and partner schools
- Signpost the reader to the Emergency Procedure
- Signpost the reader to the Low-Level Concerns policy (if separate to safeguarding policy)

Practical tips

- Tailor your policy and procedures to suit the needs of your organisation
- Use words and phrases that will mean the most to the group or community
- Involve people from different parts of the organisation to make sure the policy is relevant for everyone
- Think about how you can involve children and incorporate their perspective
- Ask different people in different roles to read the policy and feedback to ensure it is accessible to everybody

Appendix 5 - Suggested wording for the Homestay Self-Declaration

See Standard 5.1

Have you or any full-time resident in the household ever: (Please tick YES / NO)

- Been convicted of any offence against a child?
- Been entered on the child protection register or been the subject of a child protection plan?
- Had a child removed from your/their care by order of a court?
- Been denied access to or made subject of an injunction regarding you/their own or other children?
- Been disqualified from activity as a foster parent?
- Been refused registration under the Children Act 1989 e.g., as a child minder?
- Been on the list of individuals barred from working with children or otherwise disqualified to work with children, administered by the DBS / Disclosure Scotland or subject to sanctions imposed by any regularity body?
- Been convicted of a criminal offence or have a court case pending?
- Had family court, civil court or criminal justice system incidents / appearances?
- Been subject to a 'sex offender order', civil finding or injunctions (relevant to any family court matter, domestic situation child or children)?
- Been subject to an emergency protection order?

You may then consider including the following statements:

This position is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, written warnings, bind overs, including those regarded as 'spent' must be declared. If you have answered 'YES' to any of the questions above, please supply further details along with the relevant dates on a separate form marked Private and Confidential for the attention of the xxxxx

Section 70a of the Children Act 1989 states that a person who gives information which he/she knows to be false / misleading or makes a statement in this notice will be guilty of an offence and liable on summary conviction to a fine.

Please note: having a criminal record may not necessarily stop you from working with our company; this will depend upon the nature of the offence.

By law, all families hosting a student under the age of 16 years for more than 28 consecutive days will be classed as private fosterers. This procedure would involve further checks by a social worker.

Appendix 6 - Suggested content for a Staff and Homestay Code of Conduct

See Standards 2.1 and 5.8

Keeping Children Safe in Education requires schools to produce a code of conduct for all staff. As guardianship organisations work with students in a similar way to schools, AEGIS requires members to produce their own code of conduct for all staff and homestays.

The areas guardianship organisations may wish to consider in developing a code of conduct that is appropriate to their particular business are as follows:

- Power and positions of trust
- Duty of care to children and young people
- Exercising professional judgement
- Use of appropriate language
- Sexual contact with young people
- Communication with students
- Social contact with students
- Social contact with parents / agents / staff at partner schools
- Physical contact including restraint
- An outright ban on any physical punishment
- Care of distressed students
- One-to-one meetings
- Students' entitlement to privacy
- Transporting students
- Gifts and rewards
- Use of photographs and videos
- Searching students and their belongings
- Reference to Low Level Concerns
- Reference to Whistleblowing
- Reference to allegations against adults/staff

Appendix 7 - Sample Single Central Record for Safer Recruitment Checks

RECORD OF SAFER RECRUITMENT CHECKS FOR STAFF, HOMESTAYS AND VOLUNTEERS

All checks must be completed **before** employment commences / children are placed with families

Position & Date of Commencement with GO	Identity Checks					DBS		Children's Barred List		Right to work in the UK	
	Name	Dob	Address	ID Check Documents. Preferably the passport / birth certificate if no passport. Copies should be kept on file	ID Check Documents Seen Date and initials of person who received them.	Disclosure Number & Level (PVG in Scotland)	Original Certificate viewed by and date	Date Children's Barred List check undertaken	Name of person making checks and date	What evidence of right to work in UK was provided	Name of person making checks and date

Overseas Check (Further checks for those living or working outside of the UK)	References		Self-Declaration (homestays)	Induction Training	Notes
Date of check and initials of checker (N/A to be used if not applicable)	Date received/date verified and initials of checker	Date received/date verified and initials of checker	Date Received	Date Completed	

Appendix 8 - AEGIS Grievance Procedure

The following parties may have a grievance against a school or guardianship organisation

- Overseas parent(s) (on behalf of the student)
- UK homestay
- School
- Guardianship organisation
- Overseas agent or other organisation, which may have placed a student with a guardianship organisation

Stage 1 - Informal

In the first instance, all grievances should be made informally, to the school or guardianship organisation. A record should be kept, in chronological order, of all correspondence, subsequent responses and action taken.

It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. If appropriate, it can be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance.

Stage 2 - Formal

If the matter cannot be resolved informally, then grievances should be directed in writing, to the school or guardianship organisation. As for Stage 1, a record should be kept, in chronological order, of all correspondence, subsequent responses and action taken.

Stage 3 - Panel

If the grievance cannot be resolved successfully at Stage 2, both parties may make formal representations, in writing, to the trustees of AEGIS c/o:

Yasemin Wigglesworth - Executive Officer
AEGIS
The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF

E-mail: info@aegisuk.net

Telephone: +44 (0) 1453 821293

A complaints panel comprising three people, one of whom will act as chair, will be appointed by the trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final. AEGIS will keep a written record of the complaint and action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations, will be made available to the complainant and, where appropriate, the person who has been complained about.

Stage 4

Should the decision of the complaints panel at Stage 3 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.

Appendix 9 - Example Permission to Travel Letter

Dear Sirs

Re: *[Name; DOB; Nationality; Passport Number of student]*

School: *[Name and address of school attending]*

We can confirm that we are the biological parent(s) of *[insert name of student]*

We can confirm that our son/daughter will commence studies on the *[insert date]* at *[insert name of school]*, an independent boarding school in the UK. As a boarding student, my son/daughter will be resident at the above school during her time in the UK. We can confirm that we give our consent to any national or international travel which our child needs to undertake between school and travelling home and the living arrangements provided by the school.

We can confirm that we will be financially responsible for our child's academic and boarding fees throughout their stay in the UK. The funds are available in full for our child.

We would very much appreciate your assistance in granting our son/daughter leave to enter so that they may commence their studies in the UK.

[Signed by parent]

Appendix 10 - Mental Health Support List

A&E Department	Tel: (insert your local number)
Action for Children - Parent Talk Parenting advice for parents/carers of 0-19 year olds, including parenting coaches.	https://parents.actionforchildren.org.uk/
Activity Alliance Join members, partners and disabled people to make active lives possible. Challenges perceptions and changes the reality of disability, inclusion and sport .	www.activityalliance.org.uk/about-us
ADHD and You Resources & people to turn to about ADHD. Help to find what works for individual YP: To keep ADHD to themselves, just involve their family & ADHD management team, or to share their story with a friend or family.	www.ADHDandyou.co.uk Tel: 01256 894003 For general enquiries: Shire Pharmaceuticals Limited 1 Kingdom Street, London, W2 6BD
ADHD Foundation Health & education service offering support to people living with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette's Syndrome. Website has information & useful resources for CYP, adults, parents & professionals. Topics include: returning to school after lockdown; coping with feelings of anger; boundaries; MH; conflict resolution, self-care; 10 tips to support your teenager; EHCP & transition.	www.adhdfoundation.org.uk
Age UK For people alone who want to talk.	Tel: 0800 298 0579
Amaze Gender issues, sex education, relationships.	www.amaze.org
Anna Freud MH charity for children & families.	www.annafreud.org
Anxiety Canada Information, programmes and videos on the website to help reduce excess anxiety. Home management strategies and professionals	www.anxietycanada.com www.youth.anxietycanada.com The "Mindshift" app can be downloaded via this website (anxietycanada.com/resources/mindshift-cbt/)

<p>providing help. Works with experts to increase awareness, promote education and improve access to evidence based resources on anxiety. Many free of charge, self-help, downloadable resources to support management of anxiety for young people, adults, new mothers, children.</p>	
<p>Anxiety UK For any form of anxiety, mild to severe. Fast access to reduced cost therapy and access to several specialist helplines.</p>	<p>www.anxietyuk.org.uk Helpline: 08444 775 774 (Mon-Fri 9.30-5.30)</p>
<p>Asperger's and ASD (see also AUTISM section below) Resources & links for professionals, parents & people with Aspergers.</p>	<p>www.tonyattwood.com.au</p>
<p>2gether Assertive Outreach Team Help in a crisis. Develops supportive & therapeutic relationships with service users with severe enduring mental illness.</p>	<p>0800 169 0398 24hrs</p>
<p>Aston Project Works with 9-17 year olds to reduce harm, crime and anti-social behaviour. Helps inspire YP to make better decisions, utilise their skills, promote ethos of 'work for reward'.</p>	<p>www.astonproject.co.uk Email: AstonProject@gloucestershire.pnn.police (referral form online)</p>
<p>At a Loss.org Website with information and support to find bereavement help, practical information, resources and free counselling via the livechat service, GriefChat.</p>	<p>www.ataloss.org</p>
<p>Autism – The National Autistic Society (see also The Girl with the Curly Hair Project)</p>	<p>www.autism.org.uk Helpline: 0808 800 4104 (Mon–Thu 10am-4pm; Fri 9am-3pm) Email: autismhelpline@nas.org.uk Education Rights – Tel. 0808 800 4102 Parent to Parent Support Line: Tel. 0808 800 4106 (freephone)</p> <p>Autism support nationwide helpline tel: 0800 031 5445 Mon-Thu 9am-8pm Fri 9am-5pm</p> <p>www.autism.org.uk/earlybird</p>
<p>Early Bird programmes</p>	

<p>Carol Gray's website Social stories and other resources.</p>	<p>EarlyBird (for parents with Autistic children under 5 years) and EarlyBird Plus (ages 4-9) are support programmes for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children. The EarlyBird Healthy Minds programme is a six-session parent support programme to help promote good mental health in autistic children.</p> <p>https://carolgraysocialstories.com/social-stories</p>
<p>Barnado's Provides a number of services to YP and families.</p>	<p>www.barnardos.org.uk</p>
<p>Beat Eating disorders support, recovery information, support services.</p>	<p>www.beateatingdisorders.org.uk I'm Supporting Someone (beateatingdisorders.org.uk) Helpline: 0808 801 0677. Youthline: 0808 801 0711</p>
<p>Blue Cross for Pets Pet bereavement and pet loss support. If you have lost, or are facing saying goodbye to, a much loved pet and need somebody to talk to, our Pet Bereavement Support Service is here.</p>	<p>https://www.bluecross.org.uk/pet-bereavement-and-pet-loss Free Helpline: 0800 096 6606 (every day from 8.30am – 8.30pm) Email: pbssmail@bluecross.org.uk</p>
<p>Blurt it out Resources/information to help understand more about depression and lifestyle changes.</p>	<p>https://www.blurtitout.org/resources</p>
<p>Bristol Mindline Suicide helpline (Bristol and South Gloucestershire)</p>	<p>Tel: 0808 808 0330 (Wed-Sun 8-12 midnight)</p>
<p>British Dyslexia Association (BDA)</p>	<p>www.bdadyslexia.org.uk</p>
<p>Brook Sexual health & wellbeing for under 25's. Emergency Contraception, Chlamydia screening under 25s. Advice for professionals on CSE, health & wellbeing, sexual behaviours traffic light tool, etc</p>	<p>www.brook.org.uk</p>
<p>Bullying UK (see also Family Lives) Part of Family Lives service</p>	<p>www.bullying.co.uk</p>
<p>Cafcass The Children and Family Court Advisory and Support Service is a non-departmental public body in England set up to promote the welfare of children and families involved in family court.</p>	<p>www.cafcass.gov.uk 0300 456 4000 (Mon-Fri, 9-5, excluding BH) www.cafcass.gov.uk/contact-us</p>
<p>CAMHS</p>	<p>www.CAMHS-resources.co.uk/websites</p>

Link to lots of websites and resources	WEBSITES CAMHS Resources (camhs-resources.co.uk) https://www.camhs-resources.co.uk/websites
CAMHS Practitioner Advice Line Support and advice given to any professionals working with YP.	Tel: (add your local number)
Calm (Campaign against living miserably) Helpline for men who are down or have hit a wall for any reason, who need to talk or find information and support. Open 5pm–midnight, 365 days a year.	www.thecalmzone.net/ Helpline: 0800 58 58 58
Christians agains poverty (CAP) Advice on debt, life skills, job clubs, fresh start.	www.capuk.org Tel: 01274 760720 Email: info@capuk.org
CareConfidential Support following abortion	www.careconfidential.com Tel: 0300 4000 999
Carers Trust A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Help for young carers to cope with their caring role through specialised services across the UK.	www.carers.org/about-us/about-young-carers For general enquiries, please email: info@carers.org
Centrepoint Homelessness support	www.centrepoint.org.uk 0800 587 5158 or email supportercare@centrepoint.org
Chat Health For ages 11-19, advice on drinking, alcohol, smoking, problems with friends and family, body changes, relationships, bullying, feeling sad or angry, social media, exam anxiety, self harm, mental health and healthy eating.	Text a School Nurse on: 07507 333 351
Child Bereavement UK Supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement. The support and information helpline provides confidential support, information and guidance to families and professionals.	www.childbereavementuk.org Tel: 0800 02 888 40 Helpline: 0800 028 8840 (Monday to Friday, 9am-5pm) Email: support@childbereavementuk.org Online Chat: https://www.childbereavementuk.org/booked-telephone-support
Child Death Helpline Helpline for anyone affected by the death of a child of any age, under any circumstances, however long ago.	http://childdeathhelpline.org.uk/ Free Helpline: 0808 800 6019 (from mobile) / 0800 282 986 (Mon-Fri, 10am-1pm; Tue 1pm-4pm; Wed 1pm-4pm; Every evening 7pm-10pm)

	Email: contact@childdeathhelpline.org
Child Mind A-Z information for anyone with a child struggling with their MH.	https://childmind.org Topics A-Z Child Mind Institute
ChildLine (Also see app 'For Me') Support on abuse, bullying, family issues	www.childline.org.uk Tel: 0800 1111
Childnet Sexual harassment 13-17 years. To help make the internet safe	www.childnet.com/ Tel: +44 (0)20 7639 6967 Email: info@childnet.com
CHUMS Tics and Tourettes support	www.chums.uk.tics-and-tourettes
Citizen's Advice Bureau Advice on a range of issues, including money, work, debt, consumer, housing, family, law, immigration, health.	www.citizensadvice.org.uk Tel: (insert your local number)
Crime stoppers To report any crime or child exploitation	Tel: 0800 555 111
Cruse Bereavement Care (See Hope Again for the youth website) The free national helpline offers a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement.	www.cruse.org.uk Email helpline: helpline@cruse.org.uk Helpline: 0808 808 1677 (Mon-Fri 9.30-5pm (excluding bank holidays), with extended hours on Tue, Wed and Thu evenings until 8pm).
Ditch the Label Anti-Bullying Charity. Provides emotional, psychological and physical support to those who are impacted by bullying in offline and digital environments.	https://www.ditchthelabel.org/ Helpline: (01273) 201129 (We're in the office between 09:00 – 17:30) Email via online form: https://www.ditchthelabel.org/contact/ Facebook: https://www.facebook.com/DitchtheLabel/
ERIC Bedwetting information, advice and helpline.	www.eric.org.uk Helpline: 0808 169 9949
Facts4life Support on health for schools, parents/carers, and health professionals.	www.facts4life.org
Family Links Online support and nurturing programmes. Good ideas and resources.	www.familylinks.org.uk/
Family Lives	www.familylives.org.uk Tel: 0808 800 2222 (Mon-Fri 9am-9pm; Sat-Sun 10am-3pm)

Advice on family issues and bullying. 24 hour helpline.	www.bullying.co.uk
Fearless Non-judgemental info and advice about crime and criminality. A safe place to give info about crime anonymously. Also has a section for professionals, with resources to use with YP and info about: Weapons, CSE, Theft/ Robbery, Criminal damage, Violence, Gangs (County Lines), Drugs, Abuse, Cybercrime.	www.fearless.org/en
Genderbread A teaching tool for breaking the big concept of gender into bite sized pieces.	www.genderbread.org
Get Connected Provides private rehabilitation to treat drug and alcohol addiction, and process addictions like gambling, sex & love and eating disorders	www.getconnected.org.uk Tel: 0203 993 5571 Email: info@getconnected.org.uk
Get Self Help Website provides CBT self help & therapy resources, worksheets, information sheets and self help mp3s.	www.getselfhelp.co.uk/anxiety.htm
GIDS The Gender Identity Development Service (GIDS) is for children/YP and their families, who experience difficulties in the development of their gender identity. It's a national specialised service, based in London and Leeds.	www.tavistockandportman.nhs.uk/care-and-treatment/our-clinical-services/gender-identity-development-service-gids http://gids.nhs.uk/ Tel: 020 8938 2030/1 Email: gids@tavi-port.nhs.uk
Gingerbread Support for single parents.	www.gingerbread.org.uk Tel: 0207 428 5400
Your Local Hospital	Insert contact details
Your Local Safeguarding Children Partnership	Insert contact details
Grief Encounter A free service that supports bereaved children and young people.	www.griefencounter.org.uk Helpline: 0808 802 0111 (Mon - Fri 9-9). Can chat via website. Email: contact@griefencounter.org.uk For advice & guidance, email: ecounselling@griefencounter.org.uk
HappyMaps	www.happymaps.co.uk

Worried about a YP's behaviour or mental health and not sure what's normal? Signposting to books, websites, counselling and parent groups.	
harmLESS For those who have contact with YP who are self-harming. Designed to help you talk about self-harm with a YP so that you can decide what support might be helpful.	www.harmless.org.uk
Headway Promoting life after brain injury.	www.headway.org.uk Tel: 0808 800 2244
Hollie Guard Turns phone into a personal safety device. If in danger, a shake or tap activates Hollie Guard and sends your location and audio/video evidence to your emergency contact. A second shake sends out a high pitched alarm and the flash starts to strobe.	www.hollieguard.com
Intercom Trust A lesbian, gay, bisexual & trans charity working across Cornwall, Devon, Dorset and South West, providing support, advocacy, counselling, training, info, groups, online directory, etc.	www.intercomtrust.org.uk Helpline: 0800 612 30100
Kidscape Advice about bullying for children and parents.	www.kidscape.org.uk Tel: 0171 730 3300
Kooth Free advice and support. Counsellors.	www.kooth.com/ Mon – Fri 12pm – 10pm; Sat–Sun 6pm – 10pm
Live, Life, Well Suicide prevention, med info, self-help (depression, anxiety, sleep), 16-19 year old section. Exercise Well/Eat Well/Manage Well Socialise Well/Think Well	www.live-lifewell.net
ManKind	Tel: 01823 334 244
Multi-Agency Safeguarding Hub (MASH)	Add your local number
Men's Advice Line Helpline for men experiencing domestic violence from a partner or	www.mensadviceline.org.uk Freephone: 0808 801 0327 (free), Mon-Fri 9am-5pm Email: info@mensadviceline.org.uk

ex-partner (or from other family members).	
Mermaids A safe place for young trans people (up to 20 yrs) to find support & help one another.	www.mermaidsuk.org.uk Helpline: 0808 801 0400 (Mon-Fri 9am-9pm)
Mind Information, advice and support for young people with a mental health problem and their carers. Sleep support.	www.mind.org.uk Tel: 0300 123 3393 Text: 86463 www.mind.org.uk/information-support/types-of-mental-health-problems/sleep-problems/sleep-problems/
Mindful Meditation, anxiety.	www.mindful.org
Moodcafe Info and resources relevant to common psychological problems. Self-help guides and websites.	www.moodcafe.co.uk
Moodjuice Online support for a range of issues, e.g., anxiety.	www.moodjuice.scot.nhs.uk www.moodjuice.scot.nhs.uk/obsessioncompulsion.asp.ocdinfo
Muslim Youth Helpline	Tel: 0808 808 2008
NCDV (National Centre for Domestic Violence) Free, fast emergency injunction service to survivors of DV regardless of their financial circumstances, race, gender or sexual orientation	www.ncdv.org.uk Freephone: 0800 970 2070 Text: Text "NCDV" to 60777 and we'll call you back To Make A Referral: Tel: 0207 186 8270 or 0800 970 2070 (Press option 1)
National Citizen Service (NCS) For 16-18 year olds. Helps build skills for work and life, while taking on new challenges and meeting new friends. Runs in spring, summer and autumn. Short time away from home taking part in a team community project. Brings together YP from different backgrounds & helps them develop confidence, self-awareness & responsibility. Encourages personal & social development.	https://www.gov.uk/government/get-involved/take-part/national-citizen-service
National Domestic Violence Helpline For women experiencing DV, their family, friends, colleagues & others calling on their behalf. The Helpline gives support, help & info, wherever the caller might be in the country. Female helpline support workers & volunteers. Confidential. Translation	https://www.refuge.org.uk/get-help-now/phone-the-helpline/ Tel: 0808 2000 247 (Freephone, 24 hours)

facilities & a service for callers who are deaf or hard of hearing.	
National Self-Harm website	www.nshn.co.uk
National Suicide Prevention Alliance (NSPA)	
NHS 111 Health advice 24 hours a day.	www.nhs.uk Tel: 111
NHS Choices Low mood and depression. Suicidal thoughts.	www.nhs.uk/livewell/depression/pages/depressionhome.aspx www.nhs.uk/conditions/suicide www.nhs.uk/conditions/stress-anxiety-depression
Nip in the bud Works with MH professionals to produce short films and fact sheets on ADHD, anxiety, conduct disorder, depression, OCD, PTSD, etc) to help parents, teachers & others caring for/working with children to recognise MH disorders and inform them how to obtain professional assessment to improve the prospects of early diagnosis and effective treatment.	www.nipinthebud.org
No Panic Info and advice for carers/young people aged 13-20. Panic, Anxiety, Phobias, OCD, exam stress, family anxiety. Youth mentoring, helpline, and workshops.	www.nopanic.org.uk Youth Helpline Tel: 0330 606 1174 (3-6pm Mon, Tue, Wed, Fri; 3-8pm Thu; 6-8pm Sat)
NSPCC NSPCC helpline (new helpline for CYP who have been victims of abuse at school, and for worried adults and professionals who need support and guidance. The helpline is called Report Abuse in Education). If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support. ChildLine offers free, confidential advice and support whatever your worry, whenever you need help.	NSPCC helpline: 0800 136 663 Email: help@nspcc.org.uk www.nspcc.org.uk Tel: 0808 800 5000 NSPCC FGM helpline: 0800 028 3550 18 or under, contact ChildLine free: Tel: 0800 1111
Papyrus	www.papyrus-uk.org

<p>Charity for the prevention of young suicide.</p> <p>HOPELineUK – specialist telephone service staffed by professionals who give support, advice & information to children, teenagers & YP up to the age of 35 who are worried about how they are feeling, & anyone concerned about a YP.</p>	<p>Email: pat@papyrus-uk.org Tel</p> <p>Tel: 0800 068 41 41 Email: pat@papyrus-uk.org Tel: 07786 209697</p>
<p>Parent Support Link Supporting & informing families & friends of people who use drugs and alcohol.</p>	<p>https://www.parentsupportlink.org.uk/ Helpline: 023 8039 9764 (24/7)</p>
<p>Place2be MH resources for schools.</p>	<p>www.place2be.org.uk Mental health resources for schools – Place2Be</p>
<p>Pregnancy Choices Directory Help for those facing unplanned pregnancy or following an abortion.</p>	<p>www.pregnancychoicesdirectory.com</p>
<p>Prospects Advice and guidance on employment and skills. Support to vulnerable YP to help reduce risk, keep them safe and improve their life chances. Education and learning for early years, schools and prisons.</p>	<p>www.prospects.co.uk/What-We-Do</p>
<p>RAE (Relationships, Advice, Education) Workshops to schools & groups, complimenting the school curriculum. Identify healthy & not healthy relationship, abuse, forced marriage, fgm, who to contact.</p>	<p>Tel: 08456 029 035 – project coordinator</p>
<p>Rainbow Trust Supports families who have a child aged 0-18 years with a life threatening or long-term illness.</p>	<p>www.rainbowtrust.org.uk Tel: 01372 363438</p>
<p>Refuge Support & advice for women & children on dealing with domestic violence.</p>	<p>www.refuge.org.uk Free Helpline: 0808 2000 247 (24-hour)</p>
<p>Relate Help with challenging relationships, problems with friends, parents, teachers, or in love life. Confidential space to express thoughts, feelings and emotions. Live Chat service connects to a counsellor who will</p>	<p>www.relate.org.uk Tel: 0300 100 1234 Email: relate.enquiries@relate.org.uk</p>

listen & help find solutions to get life back on track.	
Relax Kids Child relaxation training, classes and resources. Online mindfulness.	www.relaxkids.com
Riprap Support for teenagers when a parent or carer has cancer.	www.riprap.org.uk
Royal College of Psychiatrists	www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parents-carers/worriesandanxieties.aspx
Samaritans For emotional support to people in despair and potential suicide	www.samaritans.org.uk Free 24-hour helpline: 116 123
SAMM (Support after Murder and Manslaughter) UK Charity supporting families bereaved by Murder and Manslaughter. Advice and training to many agencies on issues relevant to the traumatically bereaved.	www.samm.org.uk Tel: 0121 471 1200
Sands Stillbirth and neonatal death charity	Error! Hyperlink reference not valid. Helpline: 0808 164 3332
Sane Saneline suicide helpline. Provides practical help, emotional support and specialist information to individuals affected by MH problems, their family, friends and carers.	www.sane.org.uk Helpline: 0300 304 700 (4.30pm-10.30pm every day) Textcare: comfort and care via text message, sent when the person needs it most: www.sane.org.uk/textcare Peer support forum: www.sane.org.uk/supportforum
Self-Injury Support (see also Rethink and National Self Harm) Support for professionals. Improving support and knowledge around self-injury	www.selfinjurysupport.org.uk Tel: 0117 927 9600 Email: info@selfinjurysupport.org.uk
Sexting Advice SWGfL is a charitable trust that specialises in supporting schools, agencies and families to effect lasting change with the safe and secure use of technology. Educational online safety tools, services and resources. Works closely with UK and International Governments & Agencies; organisations and technology providers in advising and shaping policy, practice and legislation.	www.swgfl.org.uk/magazine/Managing-Sexting-Incidents/Sexting-Advice.aspx SWGfL Main Office Tel: 0345 601 3203 Email: enquiries@swgfl.org.uk https://parentinfo.org/page/for-schools https://parentzone.org.uk/
Shelter	https://england.shelter.org.uk/

Housing & homelessness. Helpline for someone who has nowhere to sleep, might be homeless soon, have somewhere to sleep but nowhere to call home, could be at risk of harm, or feels very overwhelmed about their housing situation	Free helpline (open every day): 0808 800 4444 (for urgent need of housing advice –8am – 8pm on weekdays; 9am – 5pm on weekends)
Shout 24/7 text service for anyone in crisis, not coping, and needing immediate help. Support for anxiety, depression, abuse, panic attacks, suicidal thoughts, self-harm, relationships, bullying.	Text SHOUT to 85258
Sibs For brothers and sisters of disabled children and adults.	www.sibs.org.uk Contact online
SmiRA (Selective Mutism Information and Research Association) Support for professionals.	www.selectivemutism.org.uk/ www.selectivemutism.org.uk/information/information-for-professionals/
Social Prescribing Service Local agencies (GP, pharmacies, multi-disciplinary teams, hospital discharge teams, health professionals, fire service, police, job centres, Social Care, housing, voluntary, community and social enterprise – or by self-referral) to refer people to a link worker who will give them time and focus on ‘what matters to me’, taking a holistic approach. Works for those with long-term conditions; who need support with their MH; who are lonely or isolated; who have complex social needs which affect their wellbeing.	Contact details for further information www.england.nhs.uk/personalisedcare/social-prescribing
Stem4 Anxiety and depression, eating, self-harm, addiction support	www.stem4.org.uk Calm Harm app (see apps at end of list)
Stress and Anxiety in Teenagers Online support for stress and how to manage it.	www.stressandxietyinteenagers.com
Stroud Beresford Group Refuge and outreach DV.	www.stroudwomensrefuge.co.uk Tel: 01453 764385
Students against depression Students Against Depression is a website offering advice, information,	www.studentsagainstdepression.org

guidance and resources to those affected by low mood, depression and suicidal thinking.	
Suicide Bereavement UK	
Suicide Crisis	contact@suicidecrisis.co.uk
Sunflower Suicide Support Based in Stroud. Help families who have sadly lost people to suicide. They have a website and an advice line.	www.sunflowerssuicidesupport.org.uk
SurvivorsUK Helps sexually abused men (aged 13 and above), as well as their friends and family, no matter when the abuse happened.	www.survivorsuk.org Text helpline: 020 3322 1860
Talk to Frank information, advice and support about drugs.	www.talktofrank.com Tel: 0300 123 6600 Text: 82111 www.talktofrank.com/treatment-centre/youth-support-team-gloucester Link for alcohol/drug information cards which can be given out to young people and their families/carers: www.gscb.org.uk/media/1671/workbook_cards_screenprints-56954.pdf
The Calm Zone The Campaign Against Living Miserably. Online support, helpline & webchat for young men from 15 years with low mood. Suicide prevention. Information & support. For anyone who needs to talk about life's problems. Support for those bereaved by suicide through the Support After Suicide Partnership (SASP)	www.thecalmzone.net Free nationwide helpline: Tel: 0800 58 58 58 & webchat (5pm-midnight every day) Webchat is available on the website (same times as the helpline).
The Children's Sleep Charity Supporting children with sleep issues. Support for families and accredited training and leaflets for professionals and commercial organisations.	www.thechildrenssleepcharity.org.uk Tel: 01302 751 416 Email: info@thechildrenssleepcharity.org.uk
The Girl with the Curly Hair Project Supports people on the Autistic Spectrum and the people around them. Not just for girls, we have also helped thousands of Spiky Haired Boys too!	http://thegirlwiththecurlyhair.co.uk Join the community on Facebook Email: alis@thegirlwiththecurlyhair.co.uk or fill out the contact us form.

Resources used by psychiatrists, GPs, psychologists, counsellors & teaching professionals. You'll need to subscribe and pay for this.	
The Hideout Online support to help children understand domestic abuse.	www.thehideout.org.uk
The Lullaby Trust Information and advice about safe baby care to reduce the risk of cot death. How to support a grieving sibling.	https://www.lullabytrust.org.uk/bereavement-support Helpline: 0808 802 6868 (10am-5pm, Mon-Fri; Tue & Thu 7-9pm; weekends and bank holidays, 6pm-10pm) Email: support@lullabytrust.org.uk
The Mix Support on all issues for under 25's (mental health, homelessness, drugs, money, abuse, bullying, etc).	www.themix.org.uk Tel: 0808 808 4994 (11am-11pm) Crisis text line 24/7 by texting THEMIX to 85258 Email or chat online (4pm-11pm) via the website.
The Sleep Council An impartial advisory organisation that raises the awareness of the importance of a good night's sleep to health and wellbeing and provides helpful advice and tips on how to improve sleep quality and create the perfect sleep environment.	www.sleepcouncil.org.uk info@sleepcouncil.org.uk Tel (for admin): 01756 791089 Freephone leaflet line: 0800 018 7923 Fax: 01756 798789
The Tavistock and Portman NHS Foundation Trust (see GIDS)	www.tavistockandportman.nhs.uk
TIC+ (Teens in Crisis) Face to face and online counselling for 9-21 year olds. Works closely with CYPs. Parent Support & Advice Line for parents of children aged 0-25 years.	www.ticplus.org.uk Email: admin@ticplus.org.uk Tel: 01594 372777 (office opening hours: Mon & Wed 9am-4pm and 6-8pm; Tue & Thu 9am-1pm and 6-8pm; Fri 9am-3pm; Sun 6-8pm) Text support: 07520 634063 Parent Support & Advice Line: 0800 652 5675 www.ticplus.org.uk/parents-carers Mon & Wed: 5pm-9pm; Tue & Sat: 9.30am-1pm.
TICS Support for YP with tics.	www.nhs.uk/conditions/tics/treatment/#selfhelp
Time To Heal Works with homeless people in hospital.	
TOP (Triumph Over Phobia) Self-help groups in Cheltenham & Glos.	www.topuk.org
Tourette Syndrome	https://www.nhs.uk/conditions/tourettes-syndrome/
Voice Collective UK-wide, London-based, project that supports CYP who hear voices, see	www.voicecollective.co.uk Email: info@voicecollective.co.uk Tel: 020 7911 0822

<p>visions, have other 'unusual' sensory experiences or beliefs. Support for parents/families. Training for youth workers, social workers, MH professionals, etc.</p>	<p>Not able to provide immediate crisis support, so if you need to talk with someone urgently, please call Childline (0800 1111) or NHS 111. If you're an adult looking for a peer support group near you, visit: www.hearing-voices.org for support groups across the UK, and www.intervoiceline.org for support groups in other countries.</p>
<p>Winston's Wish Bereavement service.</p>	<p>www.winstonswish.org.uk National helpline: 08088 020 021.</p>
<p>Women's Aid National charity working to end domestic abuse to women and children.</p>	<p>https://www.womensaid.org.uk/ For information and support, email: helpline@womensaid.org.uk, or contact a local domestic abuse service by using the Domestic Abuse Directory: www.womensaid.org.uk/domestic-abuse-directory</p>
<p>Young Minds Website with a range of information for YP, their families and practitioners, including tips, advice & guidance for support during the Covid-19 pandemic, such as anxiety about returning to school; struggling with self-isolation & social distancing and for those who have lost a loved one due to coronavirus. They also provide a parents' helpline, which is contactable by phone, webchat or email.</p>	<p>www.youngminds.org.uk Young person looking for help and support Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 Parent Help Line: 0808 802 5544</p>
<p>Youth Access Advice, counselling, money, rights. Works closely with Government, NHS, academic and voluntary sector to improve youth MH policy.</p>	<p>www.youthaccess.org.uk Tel: 020 8772 9900 Email: admin@youthaccess.org.uk</p>
<p>Zero Suicide Alliance (ZSA) Suicide Awareness Training.</p>	
<p>ZERO TO THREE Works to ensure that babies and toddlers benefit from the family and community connections critical to their well-being and development. Healthy connections help build babies' brains.</p>	<p>https://www.zerotothree.org/parenting</p>

Appendix 11 - Example Student Removal Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of *insert guardianship organisation name* will not be able to collect the student until this form has been completed and returned to us by email: *insert email address*.

School Name	
Student Name	
Date of Birth	
Reason for request of removal of student	
<p>Has the student been assessed by a medical professional?</p> <p>Date of assessment if applicable.</p> <p>Please provide a summary of assessment if applicable.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
Is the student at risk of harm to themselves?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
Is the student a risk to others?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
Has the school followed its mental health and child protection policies and procedures?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

Please provide a copy of any relevant policies and procedures.	
Any other additional information we should be made aware of	
Signature	
Name	
Position	
Date	

Appendix 12 – Suggested Content for a Mental Health Policy

- Contact person details for any mental health concerns e.g. Designated Safeguarding Lead or Mental Health Lead
- Explain whether you have any homestays who have a background in medical care/pastoral care etc who are willing to provide emergency accommodation for students should the need arise
- Set out how you will work with schools should a mental health issue arise with a student
- Set out how you will work with parents/carers should a mental health issue arise with a student
- Set out how you will work with agencies and partners should a mental health issue arise with a student
- List of warning signs for staff and homestays to look out for
- How disclosures will be managed
- How confidentiality will be handled
- Details of any Mental Health Training which your staff receive
- Include Mental Health Support List (see Appendix 10) and Example Student Removal Form (see Appendix 11)
- Sign and date policy, including review date

Appendix 13 - Student Information

The guardianship organisation should obtain the following student information as a minimum:

- Student's full name and date of birth, and any other name that they are known by (preferred name)
- Student's home address
- Details of parent(s) or legal guardian(s) to include full name(s), address(es), contact telephone number(s), e-mail(s), occupation(s)
- Details of any UK family contact(s) to include their relationship to the student, full name(s), address(es), contact telephone number(s), e-mail(s), occupation(s)
- Details of any agent(s) involved with the family to include their full name(s), address(es), contact telephone number(s), e-mail(s) and any ongoing services they provide to the student
- Details concerning any relevant information about the student's family background
- Details concerning permissions and consents given or withheld by the parents
- Details concerning the student's health including any medical details, immunisation details, allergies, dietary requirements, health concerns
- Where appropriate, details of any private medical cover for the student
- Information about the student's interests and hobbies
- Information about any specific learning difficulties the student may have
- Details about the student's school and relevant contact details to include the name of the school, the student's house/year group, the name, e-mail and telephone number for any relevant members of staff (e.g., tutor/house staff), any other relevant information
- Evidence to support regular student visits.

Advisory: The guardianship organisation may feel it is necessary to keep a copy of the student's passport ID page where appropriate a copy of the student's Biometric Resident Permit (BRP) and police registration document.