

ELTIVE SAFE HANDS

Parent Handbook



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This Handbook is intended to give you an insight on how we at Eltive Safe Hands operate, understand our procedures and standards, and know what you can expect if you choose us to take on your child's guardianship duties, so that you can make an informed decision.

Eltive Safe Hands, headed by Louisa Fennell (Director) has been representing and hosting international students in the UK for over 15 years, our aim is to ensure all students in our care have an enjoyable, safe time whilst studying in the UK optimising their ability to reach their full academic potential, in so doing making the whole experience less stressful for you as a parent.

Rest assured we will be available for you and your child in the gentle times as well as any possible emergency, acting on your behalf as parents in situations where you are unable to do so due to distance or timing, we will look after your child's welfare in the UK when the school is closed for holidays etc, providing a host family for your child to stay with during half term and exeat weekends, assisting your child with things they may need – school uniform, sports equipment, pocket money, UK mobile sim card and things, arranging travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers).

Helping your child if things go wrong. Sometimes children get into trouble at school resulting in suspension, at short notice we would collect and place the child in a host family. If they were to have problems with immigration or passports (for example, lost or stolen) get ill, need to go to hospital, or away from school we will be there, 24 hours a day 7 days a week.

We will also be on hand for smaller things, it is not unusual for students to feel unhappy and maybe be homesick when they first start school and do not know anyone. We are available to advise and support students in times of need. Life in the UK may be very different to their own country, if they need us, we'll be on call.

The Homestay

Our homestay hosts are second to none. We rigorously check the families and their homes. Your child will spend more time with them than their guardian so finding the right families is a very important part of our job. Your child will be placed with no more than 2 others and if they share a room, it will be with another of the same sex and similar age.



The School

The school will be solely responsible for your child's academic needs, although parent evenings will be attended by us on request. We work very closely with all schools to ensure students adhere to rules and understand the consequences of stepping out of line, we will support the parent and child wherever possible but will always uphold school rules.



Safeguarding

Eltive Safe Hands is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, data protection that provide further information and outline our procedures. These will be provided to you in the information folder.

We have a trained Designated Safeguarding Lead. You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead (contact numbers are included in the table below). Alternatively, you may wish to raise a concern directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

Statement of Services

Emergency Services

Irrespective of the level of guardianship you choose Eltive Safe Hands will be available 24 hours a day 7 days a week in an emergency during term times, half terms and exeat weekends, in cases of sickness, school closure or disciplinary suspension/expulsion.

Host Families

Finding an approved host family for our guardianship student.

Ensuring suitable checks are performed on the host family, including DBS check.

Regular monitoring of the student whilst in the care of the host family.

Ensuring the host families are monitored and have all the necessary paperwork from us.

Transport

Transport arrangements to and from host family during

exeats, half terms and end of term or as necessary.

Airport transfer arrangements for exeats, half terms and end of term during school holidays.

Coordinate ticket booking for planes, trains and coach, as required

Everyday Responsibilities

Student Wellbeing

Regular liaison with the school and the parents

Personal advice and support for our guardianship student

Visiting the student at school and parents evening attendance

General Assistance

Mobile phone top-ups or SIM card purchases

Purchasing of school uniform

Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. You can contact in the following ways:

GENERAL ENQUIRIES	
Telephone	+44 (0)7811 326729
Email	louisa@eltive.com
WhatsApp	+44 (0)7811 326729
EMERGENCIES 24/7	
Telephone	+44 (0)7811 326729
SAFEGUARDING CONCERNS	
Designated Safeguarding Lead	+44 (0)7811 326729
Louisa Fennell	

Transport Arrangements

Eltive Safe Hands will liaise between parents, school and homestay to organise all airport and homestay transfer in properly insured and maintained company vehicles or reputable trusted taxi companies. Eltive Safe Hands can make all transport arrangements for your child. We will collect your child from the airport at the start of term and collect from school to take to the airports at the end of term. If your child is travelling back home for half term then we arrange airport travel too.



If you are arriving to the UK with your child or prefer to make your own travel arrangements, please inform us and we will leave this with you. Our driver will be meeting your child in the arrival lounge holding a board with your child's name and name of your child's school. We always inform parents in advance of the name of the driver. All drivers have ID with them to identify themselves. We book our drivers well in advance and send a copy of confirmation to you, your child and to school.

If you require your child to return to school or travel to the airport by train or coach and you want them to travel independently, you will ask you to sign our Parents Permissions for Independent Travel Form so that you take responsibility for your child once they have left school, airport or host family. It is acceptable for older students to travel with friends or on their own once they are 16 years old.

Who is responsible for transport during start & end of terms, half terms and exeats?

Who is responsible for organising transport at different times, e.g. start & end of terms, half terms, exeats? Should you wish us to arrange transport for your child, please send your request to our email at least 3 weeks in advance. We will book the transport and send a copy of booking to you, your child, host family (if required) and school. We will make sure that your child is collected and returned to boarding house at appropriate times as recommended by school.

What information is needed from parents and to whom should it be sent and by what deadlines?

We will need full details of your child flight, including airline name and flight number, departure/arrival time and airport and terminal details. Please send all details to louisa@eltive.com

Change of plan?

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as possible, in case of cancellation a 3-week notice is required. Cancellation of a host family stay more than 7 days and up to 3 weeks is subject to 50% charge and less than 7 days 100 % charge.

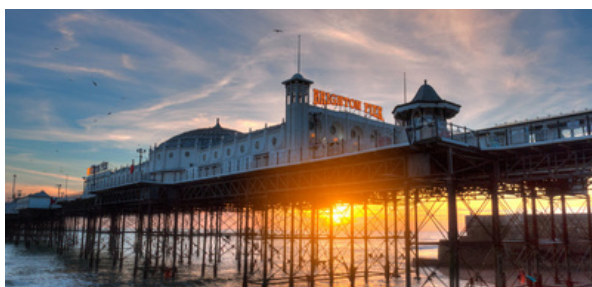
Emergencies

Eltive Safe Hands will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with their usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

Homestay accommodation

Your child will be placed in a caring family who are used to welcoming international students and will be housed as close to school as possible, here they will be treated as part of the family, taken to see what the local area has to offer including sightseeing, fun and sport activities, each family's interests are different but will offer a wide variety of things to do, if your child has school work/exam preparation to do then they will be quite places to do this. Each family will have differing rules which will be communicated to your child, please ensure they are aware of these and abide by them for their own comfort and safety both in and out of the house. Light laundry will be done for them and their room will be cleaned and bedding changed regularly, but they must keep their room clean and tidy, damage caused will be billed. Bedtimes, shower time cut offs and return home times etc will be set. Eltive Safe Hands will organise travel arrangements, check they arrive safely and contact your child within 2 days of arrival to check all is well, a welfare report will be sent to you within the week.

We will have taken care to choose a home where we think your child will be happy. Staying in an English home during the holidays should be a wonderful experience for your child and lasting friendships are often made with host families and other guests.



Updates on your child's welfare and academic progress

Your child will be visited at school or the boarding house on initial arrival and then twice termly, pastoral updates will be provided to you via email within a week.

When at host family accommodation your child will be contacted within 2 days of arrival and pastoral updates will be provided via email within a week.

Once per term we will contact school for welfare and progress information.

Parents, Schools and Children are all welcome to contact Eltive Safe Hands at any time with any concerns.



Expenses

A disbursement of £1000 is payable on registration which will be used for essentials and emergencies, Eltive Safe Hands will ask you to top this up if it falls below £300.

Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

Meeting people: Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying "Good morning Mr Harris". Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

Queues: The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in. Due to the coronavirus, spaces between people waiting in the queue are currently larger, so please ensure that your child is aware of the need to maintain a suitable distance. In the UK this is currently 1 metre or more. Shops in the UK are currently limiting the number of people allowed inside at any one time, so your child may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where shoppers should stand. Please explain to your child that they should respect the instructions given. In recent months these measures have been eased but could change again.

Please and thank you: British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word "Please", for example, "Please may I have a sandwich?" When you have received something, you should always reply with "Thank you".

Sorry! The British people are often heard to say "Sorry!" This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street) but it is also used to apologise for disturbing them when asking a question.

Mealtimes: It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

What to expect from the homestay

Eltive Safe Hands expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child's homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student Finances

Most schools will keep pocket money safe for your child, as well as the mandatory disbursement fund we will also be able to facilitate a safe way of keeping their pocket money, this will be distributed to them under parents instruction, we all have different ideas of how much our child requires.

We will help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that the homestay provider and Eltive Safe Hands will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Eltive Safe Hands takes advice from the government, Public Health England and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Eltive Safe Hands may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Eltive Safe Hands will work with you to find flights to home countries where required. Eltive Safe Hands will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Eltive Safe Hands will work with you and your child's school to find suitable quarantine accommodation for students where required. Eltive Safe Hands has a policy that outlines the procedures we are following during a pandemic. This can be found in the Eltive Safe Hands Emergency Procedures in our policy pack.



Eltive Safe Hands Guardianship

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