

## Homestay Registration Form

PERSONAL INFORMATION			
Full Name			
Date of Birth		Occupation	
Home Address			
Telephone Number		Mobile Number	
Email			
Work Number			
			<b>Yes    No</b>
Is English your first language? (English must be the language spoken in your home)			<input type="checkbox"/> <input type="checkbox"/>
Does anyone in your household speak any other languages?			<input type="checkbox"/> <input type="checkbox"/>
Do you have any pets?			<input type="checkbox"/> <input type="checkbox"/>
Do you follow any special diets?			<input type="checkbox"/> <input type="checkbox"/>
Please provide any additional details below:			

## YOUR FAMILY

Full Name:	Date of Birth::
Relationship to you:	Occupation:

Full Name:	Date of Birth::
Relationship to you:	Occupation:

Full Name	Date of Birth::
Relationship to you:	Occupation:

Full Name:	Date of Birth::
Relationship to you:	Occupation:

Full Name:	Date of Birth::
Relationship to you	Occupation:

What are your favourite sports, hobbies and interests as a family and individually?

  
  
  
  
  
  
  
  
  
  

## ACCOMMODATION DETAILS

How many students are you able to host at any one time?\*

*\*Please note, no more than four students in total should be hosted in one household at any one time.*

One       Two

Is the student bedroom Single       Double       Twin

Are the bathroom facilities Shared       Private

Do you have a working Smoke Alarm and Carbon Monoxide Detector installed in your home?

Yes       No

*We would recommend that you check your home insurance policy details regarding guests in your home. See the guidelines below regarding insurance and safety precautions, etc. (See guidelines below)*

## REFERENCES

Please provide the names and contact details for two referees. References do not need to include an employer; suitable referees could be neighbours, business acquaintances, family friends, teachers, clients, members of an organisation where you volunteer or are a member. Family members are not accepted as referees.

Referee 1

Name and position.....

Email.....Tel.....

Referee 2

Name and position.....

Email.....Tel.....

## ENHANCED DBS DISCLOSURES

It is now compulsory for Lyons Languages' host families to have or obtain an Enhanced DBS (Disclosure and Barring Service) certificate for each and every adult (over 18) normally resident in the host's home. If you do not have one, we will apply for and cover the cost of this. We would strongly recommend that you subsequently register for the DBS Update service which, for an annual fee of £13, means that your certificate and details are kept online for potential employers to access, so you do not have to reapply. See <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide> for more information. The Update Service needs to be applied for within two weeks of your DBS application.

Do you have an existing Enhanced DBS Certificate?                      Yes                                            No                     

If yes, please provide full details:





## Homestay Guidelines & Agreement

We are committed to ensuring that Lyons Languages maintains an excellent reputation, and positive relations with our highly valued host families are vital. We aspire to the highest standards and appreciate open lines of communication at every stage of the students' visit to England.

After our initial inspection, interview and approval, we will re-inspect all homestay accommodation every two years.

Students' welfare is paramount, and we have included an overview of key safeguarding issues and important information on how to respond to a range of issues that you may encounter as hosts. In line with this, you will have noticed on the application form that an enhanced DBS certificate is now compulsory for all hosts.

We include our **Student Code of Conduct**, which states the kind of behaviour that we expect from all our students. We also urge you to familiarise yourselves with our full Safeguarding Policy which can be found on our website. This includes our policies on Prevent, Anti-bullying and Abusive Behaviour.

We hope that you will find hosting a rewarding and enjoyable experience. If you have any questions (about these guidelines or anything else), either before or during the period in which you are hosting students, don't hesitate to contact us at any time.

Siobhan Lyons and Rosalind Lyons  
Directors

### Accommodation

We like to offer our students a private single or double room although some students may request a twin room to be able to share with another student, but this will only be by prior arrangement and agreement with Lyons Languages.

The student's bedroom should consist of:

- 1 or 2 full size single beds or a double bed;
- a wardrobe and drawers or other adequate storage facility for clothes;
- a desk and a chair (or made available for the student elsewhere in your home);
- a mirror and adequate lighting.

The room should be in good condition and heated as appropriate. Clean linens and a towel should be provided and changed at least weekly. Students are asked to keep their rooms tidy; however, the general cleaning of the room is the responsibility of the host.

The students must have access to the bathroom and laundry facilities as necessary and as agreed with you. Hosts are not required to do student laundry although this is often greatly appreciated particularly by our younger guests.

## **Insurance**

Regrettably, accidents can occur when students are staying with you, and we regret that Lyons Languages cannot take responsibility for accidents of any kind.

We advise hosts to inform their insurance company that they are letting rooms so that they are covered for any damage or liability in case of accident. The insurance company may insist that certain measures be taken (and may charge more). If an accident occurs to the student in the host's home, and it is considered to be the result of negligence on the part of the host, then a claim may be made against the host. It is therefore important that the host has the appropriate insurance cover and has carried out and acted upon risk assessments (e.g. in case of fire).

Neither hosts nor the organisation are responsible for the safety of students' property while in the home and students are encouraged to take out their own insurance cover. However, it is a good idea to take out a standard householder's policy, which can cover the students' belongings in case of fire or theft. It is a measure of protection for both student and hosts if there is a lockable drawer or cupboard in the student's room.

## **Fire Precautions, Health & Safety Risk assessments and Gas Appliances**

Hosts are obliged to make sure that premises are safe and that you have taken measures to minimise any risks. This would include installing working smoke alarms, carbon monoxide detectors, a fire extinguisher or fire blanket for the kitchen and to show the student the nearest fire escape. All gas appliances should only be fitted and checked by a professional and should have a Gas Safety Certificate. No appliance should be used if it is known or suspected of being unsafe. The room where the gas appliance is located must have adequate ventilation - air inlets should not be blocked to prevent draughts, and flues and chimneys should not be obstructed.

## **Meals and Special Dietary Requirements**

Host families are asked to provide breakfast, packed lunch (Monday to Saturday) and dinner.

Please inform your student on arrival in your home of meal times. It is ideal to have family meals together as this gives the students a very important opportunity to interact and practise their English. It is also a good idea to ask the student at the outset if there is anything they particularly like or do not like. However, the student is here to experience English life and culture and meals should not generally be adapted especially for the student.

Where a student has special dietary requirements – for example, lactose intolerance, gluten free diet or has a serious food allergy - you will be made aware of this and any other relevant details when confirming the student placement with you.

## **Arrivals and Departures**

When a student booking is confirmed with you, the arrival details will also be provided. Likewise on the final day, it will be necessary to transport the student's luggage to the agreed meeting point in time for a prompt departure. Students will take responsibility for the safe keeping of passports, identity cards and travel documentation. We will update you promptly regarding any changes to travel times and pick-up/drop-off locations and arrangements.

## **Booking Agreement**

Written confirmation will be sent to you before the arrival of the student, with brief details and the arrival and departure details with a copy of the programme. Approximately one week prior to arrival date, your student's parents (for junior students) will be sent your contact details. Your student will then usually send a short email introducing themselves. Our young students and their parents are always delighted to receive a short reply from you with perhaps a photo or two.

Lyons Languages reserves the right to change one student for another at any time. In very rare cases we may need to remove a student from your home, but we will always discuss the particular circumstances with you beforehand. If at all possible, we will offer another student. We also reserve the right to cancel a booking at any time but will do our very best to avoid this. When student accommodation is booked with you, even verbally on the telephone, then a legally binding contract is being entered into. If the student/s fail to attend the course, or cancels the booking less than 8 weeks before the start of the course, the host will be compensated at 30% of the expected fee.

## **Daily travel arrangements: drop-off and pick up**

We ask please that you bring your student to the agreed meeting point on the first and subsequent mornings and following this your student should be encouraged to walk wherever appropriate. If a bus or train journey is required please show your student where, what time, what number and how to buy a ticket. For the first morning and whenever possible please put them on the bus or train yourselves. Please make sure they know where to get off and how to get back to your home. If we experience a delay for any reason, we will contact you promptly to notify you of any unavoidable alterations to the programme.

The course timetable is compulsory and you will receive a copy of the programme by email before the student arrives.

## **Supervision**

Lyons Languages requests that a responsible adult will always be present overnight and normally present when younger students are at home. It is not appropriate for the students to go out in the evening alone particularly after dark to meet their friends for example. As a host you are acting as guardian to the student and are therefore responsible for their welfare at times when they are not taking part in the organised activities. Students may be allowed to meet friends in the evenings outside scheduled activities, but this is only with the host's permission, and they must respect and abide by your rules. Sunday is the day that we reserve for you to spend some quality time with your student.

Students may also need to be able to enter your home independently and this is entirely your decision. You may wish to supply a door key if you think they are responsible enough. If not, someone needs to be at home to receive them at the required times. Please let Lyons Languages know if there will be any anticipated difficulties with this.

Our Supervision Policy is available on our website.

## **Wi-Fi and telephone calls**

Students usually have their own mobile telephones with internet access and are usually very grateful for your Wi-Fi Code so there is not usually any need for them to use your telephone for outgoing calls. However, they may wish to receive reasonably timed incoming calls from their parents occasionally and particularly on arrival or to arrange a Skype call.

Your student may appreciate the use of a computer but only if this has been agreed with you first. Although we appreciate this is difficult to monitor, it is obviously inappropriate for them to spend extended periods on the internet. Students are asked to complete and sign an 'Online Agreement' prior to the course regarding safe use of the internet.

### **Payment**

The fee for hosting is £170.00 per week per student. Payment will be transferred directly into your bank account within five working days of the end of the English Study Holiday.

### **Data protection**

Any information held on a database (paper or electronic) about hosts is subject to the Data Protection Act. This entitles hosts to demand access to any information referring to them and to know what use will be made of this information. This information will be made available to students, agents and inspectors, and as required by HM Revenue and Customs. You can find our full Privacy Policy on our website.

### **Welfare, Safeguarding and child protection**

Safeguarding is a crucial aspect of our school. Everyone who works with us has a duty of care and responsibility for the welfare of all our students. All students, whatever their age, culture, disability, gender, language, racial origin, religious beliefs, and/or sexual identity, have the right to protection from abuse of any kind.

The school's directors and staff are committed to providing a safe environment for any person visiting the school, staying with an approved homestay provider, participating in an organised activity, travelling on arranged and approved transport, or enjoying free time as included in the school's programmes.

Safeguarding is an umbrella term that covers everything related to student welfare. Everyone who works at the school has a legal and professional duty to actively promote the welfare of our students. We believe that the school should provide a caring, positive, safe, and stimulating environment in which all students should feel comfortable and be protected from potential risk.

Homestay hosts are a critical part of this commitment, and we require all hosts to take an online **Safeguarding Basic Awareness** course, which will provide an overview of safeguarding and child protection. This is a free course from the British Council, arranged by Lyons Languages, and completion is required by all Lyons Languages staff.

Below is an overview of some of the main issues to be aware of regarding safeguarding and child protection. Our full Safeguarding policy can be found on our website, and we encourage you to read it.

### **Safeguarding and homestay hosts**

Lyons Languages takes all reasonable steps to ensure our hosts are carefully selected and approved, by:

- following safer recruitment procedures for all hosts;
- inspecting all potential hosts in advance and revisiting all active hosts regularly;
- establishing and maintaining an open and positive dialogue with all hosts;
- giving hosts clear guidelines on appropriate behaviour and reporting requirements;

- ensuring that all hosts have read and agree to uphold our policies, procedures, and principles.
- providing all hosts with a copy of our safeguarding policy and encouraging them to take an online Level 1 Safeguarding Awareness course.

## **Our students**

We take all reasonable steps to ensure our students are informed, instructed, and aware, by:

- giving students clear guidelines on acceptable behaviour in advance of arrival;
- informing students of their host, and the travel arrangements to/from school, in advance;
- encouraging students and their parents to contact the host in advance;
- insisting on mobile phone numbers for every student in advance of arrival.

## **Our placements**

We take all reasonable steps to ensure a safe and comfortable home environment, by:

- allowing students and their parents to give us information about the type of host preferred;
- endeavouring to match a student with a suitable host;
- avoiding a situation where a child student is placed in the same host as an adult student;
- obtaining regular feedback from students with regard to their home environment;
- reacting swiftly to deal with any problems or dissatisfaction.

## **Responsibilities of staff and hosts**

In your role at Lyons Languages you are acting in a position of authority and have a duty of care towards the children and young people we work with. You are in a position of trust, and this is of critical importance particularly regarding relationships with individual students. Under the Sexual Offences Act 2003, any person in a 'position of trust' engaged in sexual activity with students under the age of 18 is breaking the law. For further details about this law, see <https://www.legislation.gov.uk/ukpga/2003/42/contents>.

You are responsible for:

- prioritising the welfare of children and young people;
- providing a safe environment for children and young people;
- ensuring equipment is used safely and for its intended purpose;
- having good awareness of issues to do with safeguarding and child protection and
- taking action when appropriate;
- following our principles, policies and procedures, including our policies and procedures for child protection/safeguarding and whistleblowing;
- staying within the law at all times;
- modelling good behaviour for children and young people to follow;
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to Rosalind Lyons (Director in charge of welfare, Designated Safeguarding Lead);
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures. This includes behaviour being displayed by an adult or child and directed at anybody of any age.

## **Unacceptable behaviour**

When working with children and young people, you must not:

- allow concerns or allegations to go unreported;
- take unnecessary risks;
- smoke, consume alcohol or use illegal substances;
- develop inappropriate relationships with children and young people;
- make inappropriate promises to children and young people;
- engage in behaviour that is in any way abusive, including having any form of sexual contact with a child or young person;
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account;
- act in a way that can be perceived as threatening or intrusive;
- patronise or belittle children and young people;
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

## **Child protection**

Child abuse constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

### **Recognising symptoms of abuse**

It is important that we are able to recognise the symptoms of abuse. Some signs may vary with the age of the child, and not every child will exhibit every symptom. There are four main categories of abuse and these are listed below.

#### **Sexual Abuse:**

- acting in an inappropriate sexual way with objects or peers;
- sleeping problems;
- becoming withdrawn or clingy;
- personality changes, seeming insecure;
- unaccountable fear /dread of particular places or people;
- changes in eating habits;
- physical signs such as unexplained soreness around genitals, sexually transmitted diseases;
- secretive behaviour.

#### **Physical abuse**

Signs of physical abuse could be if a child:

- has unexplained bruises, burns etc.;
- is wearing clothes to cover injuries, even in hot weather;
- refuses to undress for sports, or join swimming sessions;
- shows signs of general neglect;

- is often hungry, may beg or steal food;
- is badly dressed in clothes that need washing;
- exhibits poor appearance and personal hygiene such as unwashed hair;
- lacks necessary medical/dental care;
- is often tired;
- may be abusing alcohol or other drugs.

## **Emotional Abuse**

Abuse can be emotional as well as physical. Some signs to watch out for include when a child:

- shows delayed physical or emotional development;
- shows extremes of passivity or aggression;
- develops a sudden speech disorder;
- exhibits overreaction to mistakes, or continual self-deprecation;
- shows neurotic behaviour (rocking, hair twisting, self-mutilation);

## **Neglect**

### **Recognising signs of neglect**

Below are signs frequently found in cases of neglect; their presence is not proof that abuse has occurred, but must be regarded as indicators of the possibility of significant harm, and referred as such:

- a child appears to lack essential physical needs, such as food, clothing, or medical care;
- a child appears to lack essential emotional needs, such as feeling loved, valued, and safe;
- a child appears to be listless, apathetic and unresponsive, with no apparent medical cause;
- a child displays unexplained weight loss;
- a child is frequently absent from school;
- a child is left with inappropriate carers (e.g. too young, complete strangers);
- a child is left with adults who are intoxicated or violent;
- a child is abandoned or left alone for excessive periods;
- a child has very poor dental health.

## **Child Sexual Exploitation**

Child sexual exploitation is a form of sexual abuse in which a young person is manipulated, or forced into taking part in a sexual act. This could be part of a seemingly consensual relationship or in return for attention, affection, money, drugs, alcohol or somewhere to stay.

As professionals, it is important that we familiarise ourselves with the signs that a young person is being exploited and to share this information with colleagues. If you notice any of the signs in a young person, report it to the Designated Safeguarding Lead.

Signs of child sexual exploitation include:

- going missing for periods or time or regularly returning home late;
- regularly missing classes;
- appearing with unexplained gifts or new possessions (particularly mobile phones);
- having older boyfriends/girlfriends;

- suffering from sexually transmitted diseases;
- mood swings or changes in emotional wellbeing;
- drug and alcohol misuse;
- displaying inappropriate sexualised behaviour.

### **Responding to a disclosure from a child:**

If a child tells you that they, or someone they know, is being abused:

- Listen; believe what the child is saying and take it seriously;
- Be attentive, calm, reassuring and non-judgmental;
- Avoid condemning the alleged abuser;
- Don't make assumptions about the child's feelings;
- Never promise confidentiality;
- Never attempt to investigate the allegations;
- Report the disclosure to the DSL immediately;
- Record what was said or observed – record facts not opinions, report what was said to you in the child's own language.

### **How to respond to concerns**

All staff have a duty to respond to concerns. Staff who report concerns will not be penalised and their report will remain confidential.

It is essential to act quickly and effectively if an allegation is made, or if there is a suspicion or concern about a staff member's relationship with a child, particularly if they have:

- behaved in a way that has harmed, or may have harmed, a child;
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates she/he is unsuitable to work with children.

If an allegation is made, or a concern arises, you must report it promptly to Rosalind Lyons, Designated Safeguarding Lead (DSL). If necessary, she will then contact the Local Authority Designated Officer (LADO).

### **LADO contact details:**

Email: [LADO@cambridgeshire.gov.uk](mailto:LADO@cambridgeshire.gov.uk)

Telephone: 01223 727 967 (Monday to Friday during office opening hours)

Telephone: 01733 234 724 (Emergency Duty Team - out of hours queries)

The LADO is available to provide support and guidance in any allegations process, including advising whether or not the person concerned should be immediately suspended.

### **External advice**

If for any reason you feel you need to report a problem through an external agency, the [NSPCC's what you can do to report abuse dedicated helpline](#) is available as an alternative route for staff or hosts who do not feel able to raise concerns regarding child protection failures internally or have concerns about the way a concern is being handled by their school or college. You can call 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday, and email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

## **EMERGENCIES**

In the case of an accident or illness, please react to the situation as appropriate, depending on urgency, and then inform Rosalind and/or Siobhan at any time on the following numbers:

24-hour emergency number: 07713 175636/07801513760

Out of office hours: 07713 175636/07801513760

During office hours/non-emergency: 01353 610738

### **Signature**

Please sign and date to confirm you have read and understood these guidelines.

By signing, you agree to act in accordance with Lyons Languages' policies and procedures as they relate to homestay hosts.

Signature.....Date.....

Print name.....

## **English Summer Study Holidays**

### **Student Code of Conduct**

We want your stay with Lyons Languages to be a rewarding and enjoyable experience, and we are committed to protecting staff, students, visitors, agents and host families against unacceptable behaviour that may affect their safety, health and welfare. We expect all visiting students to respect the rules of the school and host families during their stay, and to behave politely and appropriately.

Any unacceptable behaviour or will be promptly addressed by staff and/or hosts, and in extreme cases the student or students involved will be sent home early. If a student is sent home early, all fees will be non-refundable, and the parents/guardian will have to make arrangements for the student's departure at their own cost. (All students are, of course, expected to abide by English law.)

Our full policies on Abusive Behaviour, Anti-bullying and Safeguarding can be found on our website. (Let us know if you would like hard copies of these or any other information.)

All students are expected to comply with our **Student Code of Conduct**:

#### **Respect and tolerance:**

Do not swear, shout at, threaten (verbally or physically) or be violent towards anyone  
Do not harass, bully, or do anything that may cause harm to another person  
Be tolerant and respectful of other people's views and opinions, and of cultural differences  
In general, be considerate and treat others as you would like others to treat you.

#### **Communication:**

- Let us know if you are going to be late or absent from classes or activities
- Let us know if there is anything wrong, if you are worried or unhappy about something to do with your host family, accommodation, other students, or anything else regarding the school or your course.

#### **In lessons:**

- Attendance is compulsory for all lessons, trips and activities included in the timetable
- Be punctual, if you are unavoidably late let us know in good time
- Mobile phones must be switched off during class time.

#### **Online behaviour:**

You will sign the Online Safety Agreement before arriving on your course and are expected to comply with that agreement in all your use of the internet.

**General:**

- Alcohol, smoking and drug use are not permitted at any time during the course
- Students are expected to abide by English law.

This Code of Conduct applies to all students throughout their stay, both in scheduled activities and while with their host families.

Rosalind and Siobhan Lyons

Directors

July 2021