



**International  
House**  
Newcastle

## Homestay Providers

### Policies and Code of Conduct Relating to Students Under 18

**INTERNATIONAL HOUSE NEWCASTLE**

7-15 Gallowgate, Newcastle upon Tyne, England NE1 4SG.

Telephone +44(0)191 232 9551 Fax +44(0)191 232 1126

Email: [info@ihnewcastle.com](mailto:info@ihnewcastle.com)

**Emergency number +44(0)7939 681 067**

Key YL Team Contacts		
Name	Role	Contact Information
Trevor Udberg	Managing Director / Designated Safeguarding Lead	<a href="mailto:trevor@ihnewcastle.com">trevor@ihnewcastle.com</a> 0191 232 9551
Caroline Preston	Academic Director/ Level 3 DSL backup	<a href="mailto:caroline@ihnewcastle.com">caroline@ihnewcastle.com</a> 0191 241 3170
Scott Thomlinson	Group Coordinator/ Level 3 DSL backup	<a href="mailto:scott@ihnewcastle.com">scott@ihnewcastle.com</a> 0191 232 9551
Marianna White	Enrolments & Accommodation Coordinator / Designated Safeguarding Person	<a href="mailto:marianna@ihnewcastle.com">marianna@ihnewcastle.com</a> 0191 232 9551
Gustavo Lázaro	YL teacher / Designated Safeguarding Person	<a href="mailto:gustavo@ihnewcastle.com">gustavo@ihnewcastle.com</a> 0191 232 9551

## Context

### International House Newcastle:

- is a private language school.
- accepts students from all over the world throughout the year for English language courses and foreign language evening classes.
- runs adult classes which may include Younger Learners (YLS) aged 16 and 17.
- runs Winter and Summer Junior Homestay programmes (W/SJHP) for YLS only (aged 13 to 17). Students may join JHP as part of organised groups accompanied by group leaders or as individuals, staying with host families or close family members.

**This policy is designed to protect students under 18 years old on all of these courses.**

## Statement

International House Newcastle recognises that a child is any student who has not yet reached their 18<sup>th</sup> birthday (UNCRC 1989).

We aim to create a safe, happy, healthy environment for these students when they are in our care, regardless of their background or country of origin.

Operating under UK child protection laws and the United Nations Convention on the Rights of the Child (UNCRC) 1989, we strive to protect these students from all kinds of harm and abuse, namely:

- physical abuse (e.g. hitting, punching, smacking, non-accidental injury)
- emotional abuse (e.g. rejection, denial of affection)
- sexual abuse (e.g. sexual assault, encouraging use of pornographic material)
- neglect (failure to provide appropriate care i.e. food, clothing, medicine, warmth).

We believe that safeguarding is everyone's responsibility. Consequently, this policy is mandatory for all staff. We are committed to training all staff in recognising the signs of abuse and knowing the appropriate procedure for dealing with concerns and allegations.

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## Transfers and Transport

- Under-16s must be taken to/from the airport or train/bus station by a parent/guardian/group leader or by transfer at the start/end of the course.
- Transfers will also be mandatory for 16 and 17 year olds unless alternative safe arrangements have been made and confirmed in writing by the parents.
- The school will warn parents of the possible difficulties which may arise at the border if transfer arrangements do not satisfy the UKVI.
- On the Junior Homestay Programme, hosts will accompany students under 18 from their house to International House on their first day, and collect them from school afterwards.
- Students on group packages will be supplied with all-zone travel permits for the duration of their stay.

## Meals

International House Newcastle will provide accommodation and all meals unless:

- alternative arrangements are confirmed in writing by the parent(s)/legal guardian.
- there is a closed group course where the contract clearly states that the arrangements for accommodation and/or meals are made by the agency/group leader.

The Host Family role in this provision is to ensure breakfast and an evening meal is provided every day, as well as lunch at weekends (including a packed lunch for the student to take on weekend trips). If a meal is not required (for instance, if a trip includes eating out) then the Host Family will be informed in advance.

## Obligations

### Homestay providers:

- Will be given clear instruction by International House, including timetables for the Junior Homestay programmes.
- Will be expected to keep IH Newcastle informed of any issues relating to under-18s, as well as informing the Accommodation Officer of any changes to their circumstances.
- Will report any absences from school of under-18s to Reception before the student's first lesson or ensure that the student has done so.
- Are expected to act in an open and transparent way that would not lead any reasonable person to suspect their actions or intent.
- Will follow the procedures and guidelines set out in this policy and the *YL Handbook for Homestay Hosts*.
- Will abide by the school's procedures regarding reporting concerns and allegations.

### Students:

- Will be given an induction in which they will be informed of the rules to follow while living in homestay and the consequences of not following these rules.
- Will be given written and oral instruction and reminders on curfew times, alcohol regulations and pub/bar entrance, drugs, etc.

## Safety Online

International House Newcastle has the following safeguards in place to promote the safety of students under 18 when using the internet:

- Guidance for all staff and homestay hosts on better online safety.
- E-safety advice in the first day induction lesson for WJHP and SJHP students and in the Day One introduction for under-18 students in adult classes to make them aware of the dangers.
- Ensuring that all computer-based lessons are supervised by a teacher.
- Working with the school IT specialist (from Newcastle City Council IT services) to ensure that appropriate firewalls and blocks are in place on school computers.
- Parents are responsible for installing appropriate blocks/settings on their children's mobile devices.

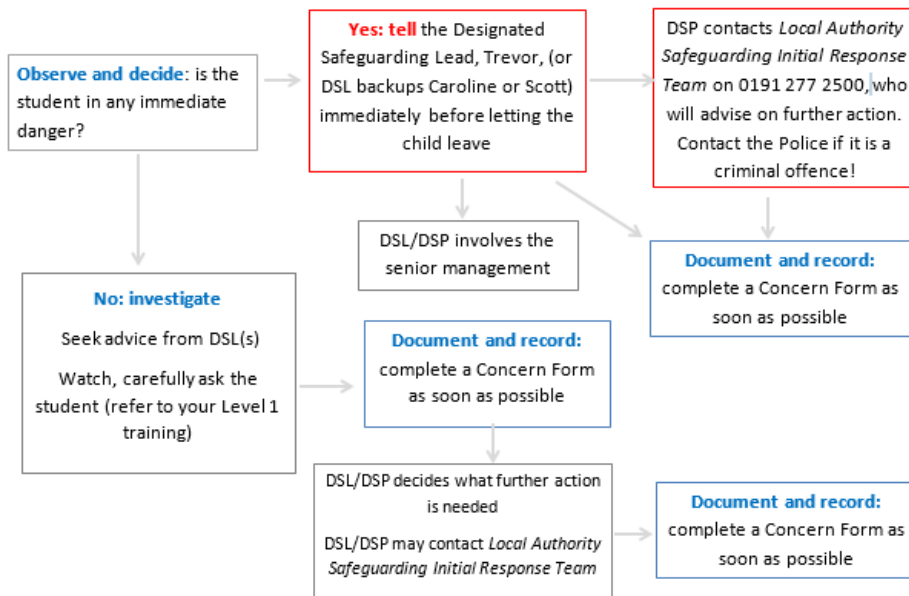
## Emergency Contact

International House Newcastle has a 24-hour contact number for use by homestay providers outside office hours: **+44(0)7939 681 067**

## Child Protection

If you are **concerned** about a student under 18, this is what you should do:

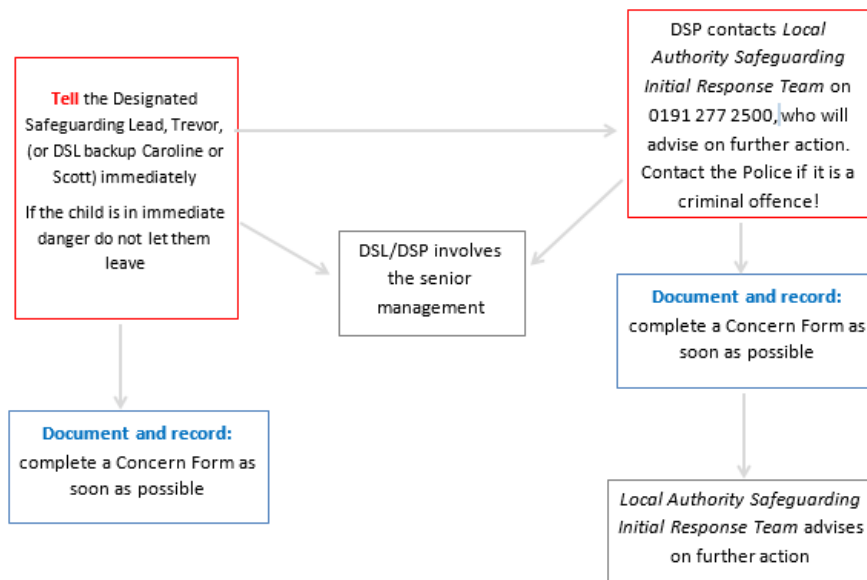
### Procedure if you are concerned about a student under 18:



NB Out-of-hours Emergency Duty Team at the Local Authority: 0191 2328520.

If a child tells you something is happening to them or another child, this is what you should do:

**Procedure if a student under 18 makes an allegation or disclosure:**



NB Out-of-hours Emergency Duty Team at the Local Authority: 0191 2328520.

- Initial Response Service – 0191 277 2500
- Emergency Duty Team – 0191 278 7878

## Signs of Abuse

**The following signs could be cause for concern:**

### **Sexual abuse**

Acting in an inappropriate sexual way with objects or peers  
Nightmares, 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  
Becoming secretive

### **Emotional abuse**

Delayed physical or emotional development  
Extremes of passivity or aggression  
Sudden speech disorders  
Overreaction to mistakes, or continual self-depreciation  
Neurotic behaviour (rocking, hair twisting, self-mutilation)

### **Physical abuse**

Unexplained bruises, burns, etc.  
Wearing clothes to cover injuries, even in hot weather  
Refusal to undress for sports, or join swimming sessions

### **Neglect**

Often hungry; may beg or steal food.  
Badly dressed in clothes that need washing  
Poor appearance and personal hygiene; unwashed, hair not brushed  
Lacks needed medical or dental care  
Often tired  
Might abuse alcohol or other drugs

## Responding to a child

This is what you should do if a child asks to talk to you privately:

1. Make sure the child is safe and supported/reassured. Remain calm.
2. Listen to the child. Do not ask leading questions.
3. Never promise total confidentiality as you may have to pass information on to a relevant member of staff.
4. Return the child to their normal environment if it is safe to do so. If not, keep the child in your care.
5. Write down exactly what the child told you, using their words, as soon as possible.
6. Make a clear written record using the standard concern form, attaching your original notes.  
Sign and date the form.
7. Inform the DSL/P(s) or senior manager immediately.
8. If the allegation refers to the senior manager or a DSL/P, inform another DSL/P or contact another senior manager.
9. The senior manager or DSL must contact the Local Authority Designated Officer immediately.

## Code of Conduct

- Keep appropriate boundaries at all times
- Do not offer cigarettes or alcohol to students under-18s
- Treat students with dignity and respect and show tolerance towards religious beliefs
- Provide a safe, clean and tidy living environment for the student
- Be open and transparent. If you need to go into a student's bedroom, knock twice first. Allow the student free access to the bathroom but you may need to set out a rota for baths and showers for everyone in the household
- Do not have any personal relationships with students under 18



- Do not have physical contact with students under 18 (a normal culturally acceptable greeting e.g. a brief kiss on the cheek is acceptable if initiated by the student)
- Avoid behaviour that may be misinterpreted e.g. compliments about physical appearance
- Do not give expensive presents
- Do not accept expensive presents or money (with the exception of end-of-stay 'thank you' tokens)
- Do not be friends on Facebook, Instagram or other social networking sites
- If under-18s are using a computer in their homestay accommodation, families should assume responsibility to supervise what the students access on the internet to ensure that it is age appropriate
- Under-16s should not be left unsupervised except for short periods
- Do not have adult overnight guests while hosting an under-18

## Designated Safeguarding roles

One Designated Safeguarding Lead, three Designated Safeguarding Lead deputies (DSLs) and one Designated Safeguarding Persons (DSP) have particular responsibilities for:

- Raising awareness
- Offering guidance
- Communicating systems and procedures in all departments
- Assisting in e-safety
- Ensuring appropriate training
- Having a heightened awareness of under 18s
- Responding to concerns and allegations and next steps
- Making referrals, where necessary, with senior managers
- Keeping records with confidentiality

### **Trevor Udberg, Designated Safeguarding Lead, Managing Director**

Via First floor Reception

Phone number: 0191 232 9551

Email: [trevor@ihnewcastle.com](mailto:trevor@ihnewcastle.com)

### **Caroline Preston, DSL backup (academic):**

Fourth floor in the Teachers' Room

Phone number: 0191 241 3170

Email: [caroline@ihnewcastle.com](mailto:caroline@ihnewcastle.com)

### **Scott Thomlinson, DSL backup, Groups Coordinator (administration):**

First floor Reception

Phone number: 0191 232 9551

Email: [scott@ihnewcastle.com](mailto:scott@ihnewcastle.com)

### **Marianna White, DSP (administration):**

First floor Reception

Phone number: 0191 232 9551

Email: [marianna@ihnewcastle.com](mailto:marianna@ihnewcastle.com)

### **Gustavo Lazaro DSP (teacher):**

Fourth floor in the Teachers' Room

Office phone number: 0191 232 9551

Email: [gustavo@ihnewcastle.com](mailto:gustavo@ihnewcastle.com)

## Concern Form

Please complete if you have any (Safeguarding) concerns about an under-18 student. You must complete the boxes in **bold**; the other information can be filled in by DSP later if you do not know.

<b>Date</b>	
<b>Student first name</b>	
<b>Student family name</b>	
<b>Gender</b>	
Date of birth	
Nationality	
Group / individual	
Student ID	
<b>Name of person noting concern</b>	
<b>Role/connection with school</b>	
<b>Date and time concern noted</b>	
<b>Location</b>	
<p><b>Concern</b> <i>(please provide as much detail as possible)</i></p> <p>NB: If reporting a disclosure / allegation made by a student, please use this space to describe verbatim (or as close as you can remember) the conversation. Use the other side to write more</p>	
<b>Signed</b>	

Response to concern *(this section to be filled in by the DSP)*

Do parents/group leader/agent/homestay/other need to be informed?

Response	By whom <i>(full name)</i>	When <i>(date &amp; time)</i>
<b>Notes</b>		

