

Amber Guardianships

Welfare, Health and Safety Policy

Amber Education (UK) Services Limited
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Amber Guardianships (UK)
Email: AG@amberedu.co.uk

1. Policy Statement

Amber Guardianships is committed to providing the highest standards of welfare, health, and safety for all international students in our care. We recognise our duty of care to safeguard and promote the wellbeing of every student, ensuring they are protected from harm and provided with a safe, secure, and nurturing environment when staying with our approved homestays. This policy outlines our commitment to managing health and safety risks, in accordance with the guidance from the Health and Safety Executive (HSE), and all relevant UK legislation.

2. Scope

This policy applies to:

- All employees, volunteers, and contractors of Amber Guardianships.
- All homestay hosts and members of their households (aged 16 and over).
- All students placed in our care.

It covers all aspects of welfare, health and safety, including accommodation standards, fire safety, gas and electrical safety, first aid, food hygiene, supervision, mental health and wellbeing, and the management of emergencies. This policy is aligned with the latest versions of *Keeping Children Safe in Education* and *Working Together to Safeguard Children*.

The following policies and procedures support our commitment to safeguarding and are available to all staff, host families and partner schools:

- Safeguarding and Child Protection Policy
- Anti-Radicalisation (Prevent) Policy
- Data Protection Policy and Privacy Notice
- Missing Student Policy
- Safer Recruitment Policy
- Bullying, Cyberbullying and Online Safety Guidelines
- Whistleblowing Policy
- Low-Level Concerns Policy
- Allegations Against Adults/Staff
- Mental Health and Wellbeing Policy

These policies are incorporated within this Safeguarding and Child Protection Policy

where appropriate. All Amber Guardianships policies and handbooks include a publication date and review date and are reviewed at least annually.

For further information, please visit our website:

<https://www.amberedu.co.uk/guardianshippolicy>

We also encourage staff, volunteers, students, parents, homestays and partner schools to read the relevant **Student Handbook**, **Parent Handbook**, and **Homestay Handbook**, which provide additional guidance on safeguarding, welfare, expectations and support available throughout the guardianship arrangement.

3. Contact details and Management Responsibilities

Role	Name	Telephone Number	Email
Designated Safeguarding Lead (DSL)	Joey Tang	+44 207 7340274 Monday to Friday (9:30-18:30) +44 7939 682757 (24 hours/7 days)	joey.tang@amberedu.co.uk
Health and Safety Officer DDSL	Louisa Cheung	+44 207 7340274 Monday to Friday (9:00-18:00) +44 7534 769764 (24 hours/7 days)	louisa.cheung@amberedu.co.uk
Amber Guardianships 24-Hour emergency contact	Joey Tang Louisa Cheung	+44 7939 682757 +44 7534 769764	
Local Safeguarding Partner (LSP)	Westminster Children's Services Camden MASH Relevant Local Authority Safeguarding Partnerships	Tel: 020 7641 4000 020 7641 2388	Amber Guardianships DSL liaises with LSP by email and makes them aware of our activities. accesstochildrensservices@westminster.gov.uk
LADO	Westminster Access Team	Tel: 020 7641 4000 (Out of hours – 020 7641 6000)	LADO@westminster.gov.uk

		For case consultations or LADO referrals, please phone the Duty Child Protection Advisor in the first instance on 020 7641 7668	
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3.1 Designated Safeguarding Lead (DSL) – Ms Joey Tang

- The DSL has overall responsibility for the implementation of this policy, including the safeguarding and welfare of students.
- The DSL ensures all staff and homestays receive appropriate training and updates.
- The DSL liaises with schools, parents, and local authorities on welfare matters.

3.2 Health and Safety Officer – Ms Lousia Cheung

- A designated Health and Safety Officer will be responsible for the day-to-day oversight of health and safety matters.
- The Officer will maintain the Accident Book and ensure all recordable events are logged and investigated.

3.3 Staff and Homestays

- All staff and homestays are responsible for adhering to this policy and reporting any concerns to the DSL or Health and Safety Officer.
- All staff and homestays are required to complete annual safeguarding and welfare training.

4. Homestay Accommodation: Safety and Suitability Checks

Before placing any student, an **initial in-person assessment visit** will be conducted by a trained representative of Amber Guardianships who has completed the Safer Recruitment Training. Thereafter, **annual visits** will be conducted to ensure continued compliance. The following checks will be completed and recorded on the Homestay File using the AG Homestay Checklist.

4.1 General Accommodation Standards

- **Bedroom:** A suitable bedroom must be provided, well-kept, clean, and in good repair, with appropriate hanging and drawer space for clothing.
- **Study Space:** Access to a private space to study, including a suitable desk, chair, and lamp.
- **Bathroom:** Access to a bathroom with a lock on the door, and either a shower or bath.
- **Social Areas:** Communal areas must be well-kept, clean, and in good repair, with sufficient natural light.
- **Heating & Hot Water:** Suitable heating and lighting, with access to sufficient supplies of hot water.
- **Privacy:** Suitable safeguards must be in place to ensure student privacy. Students **must not** share a double bed. Student expect to have their own room. Any share room must receive parent consent in advance.
- **Pets & Smoking:** Students have the right to opt for a non-smoking and/or non-pet environment.
- **Student Numbers: No more than three students** are placed with the same homestay at any one time. When homestays work with other guardianship organisations, they must not accommodate more than three students in total when hosting Amber Guardianships students.
- **Age Mix:** When students under the age of 16 are in the care of a homestay, no students over the age of 20 are being hosted by any guardianship organisation in the same homestay.
- **Other Guests:** Homestays must not host any other paying guests or operate any form of bed and breakfast facility whilst accommodating Amber Guardianships students.

Any regular adult household members (aged 16 or over) must be declared to Amber Guardianships and be subject to the appropriate safeguarding checks in accordance with our Safer Recruitment and Homestay Procedures.

Any proposed overnight guest must be notified to Amber Guardianships in advance and will be subject to a safeguarding risk assessment. Where appropriate, parental consent will be obtained before approval is given.

- **Sex:** Where possible, Amber Guardianships will place students in homestays with students of the same sex. Where there are host children of a similar age, we will normally seek to match students with the same sex as the host children to support privacy and safeguarding.

Where students and host children of different sexes are of a similar age, Amber

Guardianships will complete a safeguarding risk assessment before placement. Appropriate measures will be implemented to maintain privacy and dignity, which may include allocating bedrooms on different floors or in separate areas of the home, together with any additional safeguards considered necessary.

All placements are made with the student's welfare, safety, age, and individual needs as the primary consideration.

4.2 Fire Safety

- **Smoke Alarms:** A minimum of one working smoke alarm must be installed on every storey. Alarms will be tested during inspections.
- **Carbon Monoxide Alarms:** A working carbon monoxide alarm must be installed and tested in any room containing a gas, liquid, or solid fuel burning appliance.
- **Evacuation:** Hosts must discuss and display fire evacuation routes. Students must know where to find keys for locked doors or windows in the event of a fire. Records of these discussions will be kept.
- **Fire Equipment:** If fire extinguishers or fire blankets are provided, they must be suitably serviced.
- **Open Fires:** Where open fires are used, a suitable fire guard must be in place when the fire is lit.
- **Hazards:** Matches and lighters must be appropriately stored out of reach of students.
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4.3 Gas and Electrical Safety

- **Gas Safety:** An annual Landlord Gas Safety Check Certificate from a Gas Safe registered engineer must be provided to Amber Guardianships and retained on file.
- **Electrical Safety:** A visual check of electrical safety will be conducted. Sockets and light fittings must be secure, not overloaded, and all appliances used by the student must be safe.

4.4 General Safety

- **First Aid Kit:** A basic first aid kit must be available, containing plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, and a first aid guidance leaflet.
- **Medication & Drugs:** Any prescription medication and drugs must be kept safely and securely.
- **Alcohol:** Alcohol must be appropriately stored, out of reach of students.

- **Food Hygiene:** The homestay must demonstrate an awareness of basic food hygiene when preparing meals for students.
 - **CCTV:** If CCTV is present, its use must be clear and lawful, ensuring student privacy. Hosts must demonstrate compliance with ICO guidelines and provide a paper trail showing how they adhere to these requirements.
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5. Student Welfare and Care Provision

5.1 Meals

- Full board provision (breakfast, lunch, and dinner) must be provided during the student's stay, taking account of any dietary needs.
- Students must have access to suitable drinks and snacks during their stay.
- Where a homestay allows a student to prepare meals for themselves, appropriate supervision must be provided in line with their age and experience, and basic food hygiene controls must be in place.

5.2 Laundry

- Suitable laundry facilities must be available for students resident for more than one night. The homestay will typically do laundry once a week; older students may be permitted to do their own if requested and agreed.

5.3 Supervision

- In line with NSPCC advice:
 - Students **aged 12 and under** are not to be left home alone for a long period of time.
 - Students **aged 16 and under** are not to be left home alone overnight.
 - Students are **not to be left home alone regardless of their age** if they do not feel comfortable with this.
- Under no circumstances are students permitted to live independently.

5.4 Student Conduct and Rules

- Homestays must be aware of and enforce guidelines on student behaviour, including curfew, use of kitchen/bathroom, and laws regarding alcohol, drugs, smoking/vaping, and sexual activity.
- Students are expected to act as part of the family, with access to communal rooms, but not to family members' bedrooms.

5.5 Mental Health and Wellbeing

- Amber Guardianships will check in with all students on a regular basis to ensure their wellbeing.
- Our Safeguarding Policy outlines clear procedures for supporting a student presenting mental health issues, including liaison with schools and appropriate professionals.
- A Student Removal Form will be used when a student is removed from school, ensuring appropriate information is gathered for support.
- A full risk assessment will be undertaken before placing any student with specific health or mental health needs, ensuring we are equipped to meet them. Our full Mental Health Policy is available as part of our Safeguarding and Child Protection Policy on our website.

5.6 E-Safety

- Homestays must be aware of and implement guidance on internet use and monitoring to ensure student safety online. This will be discussed during induction and annual visits.
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6. Training and Induction

6.1 Homestay Induction

- New homestays will receive a comprehensive induction covering policies, procedures, and their responsibilities.
- This will include contact details of key staff at Amber Guardianships.
- All policies, documents, and procedures will be explained, and the Homestay Handbook will be provided and discussed.

6.2 Safeguarding Training

- All staff and homestay primary carers must provide evidence of safeguarding training within the last 3 years.
- If a host does not have this, Amber Guardianships will arrange for it to be completed.
- Annual safeguarding updates will be provided to all homestays.

6.3 Annual Training

- At least annually, homestays will receive training updates covering safeguarding, mental health, and changes to national regulations.
 - Updated policies and handbooks will be provided and discussed.
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7. Monitoring, Visits, and Review

7.1 Monitoring

- Amber Guardianships will maintain regular contact with students and

homestays during stays to ensure satisfaction and wellbeing.

- A formal record of communication and any concerns will be kept on the student file.

7.2 Annual Visits

- Amber Guardianships will conduct an **annual visit** to each homestay.
- During these visits, support will be offered to the host, and the visit form will be completed. This ensures any changes since the last visit are recorded and deemed acceptable.

7.3 Accident/Incident record

- An Accident/incident record will be maintained to record any recordable events involving students, staff, homestays, or volunteers.

8. Emergency Procedures

8.1 24-Hour Emergency Contact

- Amber Guardianships provides all students, parents, staff, homestays, and partner schools with a **24-hour emergency contact number** - +44 7939 682757, Joey Tang.
- This number connects to a suitable member of staff with the necessary experience and access to records to assist with enquiries.

8.2 Emergency Plan

- Amber Guardianships has an emergency plan in place to deal with reasonably foreseeable emergency situations, including illness, disciplinary action, health pandemics, missing students, death, or injury of a student.
- The plan demonstrates who would be responsible for the student and what action would be taken.
- Please refer to the Emergency Plan on our website in full detail.

8.3 Missing Students

- Procedures are in place for staff and homestays when a student goes missing. These are outlined in a separate Missing Student Policy in our Safeguarding Policy, which is shared with all relevant parties.

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Policy Review

This policy will be reviewed annually, or sooner if significant changes in legislation or guidance occur.

Date: 13th July 2026