



East Coast
Guardians

East Coast Guardians
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www.eastcoastguardians.co.uk

STUDENT HANDBOOK

Welcome to East Coast Guardians (ECG)

We are looking forward to being your guardians.

A member of ECG will always be on hand to help you when at school, travelling or with a host family.

WHAT WE DO

- 24/7 Support and care for your child
- Emergency placement with a host family (within the local area)
- Booking of transportation to and from the airport with the school
- Visiting the students soon after they arrive to ensure they are settled
- Regular contact with boarding house staff
- Host family availability over school holidays (additional cost applied)

Designated Safeguarding Lead: **Charlotte Coles**
Deputy Designated Safeguarding Lead: **Phil Coles**

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ARRIVING IN THE UK

Your **passport** and/or **ID card** are very important documents, usually you will be expected to hand these in to your school.

You can purchase **UK pay as you go SIM cards** at phone shops on the high street.

When using **public transport**, make sure you have the right tickets (we can help with this) and look after your belongings. Please only **taxi companies** who are cleared by us or your school.

Be sure to speak to your houseparent's if you would like access to **places of worship**.

BRITISH CUSTOMS

When you first arrive in the UK, things may seem strange and different to what you are used to. Here is a brief idea of manners and customs in the UK.

- We enjoy spending time with family and friends, going out to eat, visiting local places of interest, going to the seaside and shopping.
 - It is considered polite to queue up in shops and always say please and thank you.
 - We like to hold doors open for others when entering or leaving shops and restaurants.
 - Many UK families like to have pets in their homes
- When using the toilet in the UK it is normal for the used toilet paper to be flushed away down the toilet.

HOST FAMILIES

We have many friendly host families who welcome students into their homes for half terms, longer holidays and exeat. You will be treated as part of the family and learn all about British life.

They provide **accommodation, three meals per day, laundry and care** when you are not in your boarding house.

You will usually have your own room unless you prefer to share with a friend. Some host families will have more than one student staying at the same time, giving you the opportunity to make friends.

Life in a British family is likely to be different to your life at home and we want you to feel comfortable. We encourage you to chat to your host family about your **hobbies** and join in with their activities and days out.

Some families have **pets like cats and dogs**, but all will be friendly and have been assessed by us for safety.



All families will have **WiFi** so connecting to the internet will be no problem.

Make sure you bring some **pocket money** with you.

We ask that you speak English at all times so that your host families don't feel excluded.

GUIDELINES FOR STAYING WITH A HOST FAMILY

FOOD AND DRINK

- Let your family know if there is any food you do not eat
- Your family will tell you when they usually serve dinner. Breakfast and lunch can be more flexible
- Tell your host family in advance if you will not be eating with them on any occasion
- It is probably best not to use your phones whilst at the dinner table
- Helping to clear up after meals is a way to show appreciation to your host family
- Be sure to ask your host family before taking any snacks

CLEANLINESS

- You should shower each day like at school
- Always leave the house clean and tidy
- Ask your host family if it is ok to wear outdoor shoes whilst inside.

GOING OUT

- When you leave the house, let your host family know where you are going and when you will be back.
- Please provide your host family with a current mobile contact number so that you can communicate with each other.
- If you are under 15 you must be home by 1900
- If you are over 15 you must be home by 2100

SAFETY

- If you are feeling **unwell or homesick**, let your host family know. They are very understanding of the issues you might be facing while away from home.
- If you have any problem with your host family, you must contact East Coast Guardians on **+44 (0) 7496 755788** Have this number stored in your phone in case of emergency.



THERE IS A ZERO TOLERANCE POLICY FOR SMOKING, ALCOHOL AND DRUG CONSUMPTION. THIS INCLUDES NO SEXUAL RELATIONSHIPS OF ANY KIND WITHIN THE HOST FAMILY.

ANTIBULLYING

Bullying can take on many different forms, from stealing and physical violence to teasing and ignoring people.

Cyberbullying might mean sending unkind messages and posting, commenting on or liking nasty photos, videos or posts about you online.

Bullying of any kind is never acceptable. If you experience anything like this, **please speak to us or your houseparent's**. Keeping serious matters like these to yourself is never a good idea.

STRANGERS

Do not engage with strangers on the internet, or strangers who make you feel uncomfortable when out and about. Always report events of this nature to us or your houseparent's.

PREVENT AND ANTIRADICALISATION

It is important to protect yourself against extremism, which is violence carried out because of radical views. Extremists may try to drive a wedge between you and your friends and family. To stay safe, do not engage with any strangers on the internet and take care not to visit any websites or online groups that have links to extremism.

If you have any concerns or fear you may have been approached in this nature, please speak to us or your houseparent's, or go straight to our Prevent contact:

Mrs Charlotte Coles (Director)

+44 (0) 7399 524973

WE ARE HERE TO ASSIST YOU HAVING A SAFE AND ENJOYABLE EXPERIENCE

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