

## HOMESTAY PROVIDERS AGREEMENT 2014

### Overview

S&B Automotive Academy has a strong commitment to the safety and wellbeing of all its learners both on site and off. Over 60% of learners travel from around the UK to attend off-the-job training in Bristol. For many it is their first time away from home. S&B staff goes to considerable lengths to ensure that the accommodation provided is of the highest quality. Learners are allocated a carefully vetted local family who provide clean, comfortable accommodation including breakfast and a hot home cooked evening meal.

Most homestay providers have children of their own and fully understand the concerns and apprehension felt by many of the young people in their care. The accommodation gives the learner a "home-from-home" feeling. Having settled in many of our learners become close to their host family and form lasting friendships.

### Learner well being and your responsibilities

In order to ensure the safety of all learners ground rules need to be discussed on the learners' arrival. These should include times for meals and a time by which learners are expected to return after an evening out. Remembering the learners are here to study.

You are expected to show new learners how to travel to and from the academy, by bus or on foot, on their first night.

As a homestay provider it is your responsibility to inform S&B as soon as possible if learners do not return after an evening out.

We need to be informed immediately of any unreasonable behaviour so that situations can be dealt with as smoothly as possible.

### Room

All rooms must be:

- Clean and well maintained
- Warm & well ventilated
- Have adequate storage space
- Accommodate a maximum of two

Adequate space should be made available either within the room or elsewhere in the house for learners to study. Televisions/cd players etc are not a requirement, but are frequently provided.

### Food

Breakfast must be provided. Please serve or make available to your guest(s) tea, coffee, fruit juice, toast, cereal etc. Hosts are not expected to supply cooked breakfasts or packed lunches (the academy has a subsidised café). A hot freshly cooked evening meal must be provided; ready meals are not really acceptable.

Please bear in mind that the majority of our learners are teenagers and have fairly healthy appetites! If learners are staying at the weekend then lunch must also be provided.

Dietary requirements – Learners are asked to inform us if they have specific dietary requirements and if they have allergies to any foods. We will endeavour to make you aware of any requirements as you will need to cater to personal preferences. We don't always know in advance so please check with your learner.

### Bathroom facilities

Learners are expected to have reasonable access to bathroom facilities during their stay. You are not required to provide towels however please make towels available in case the learner forgets to bring one with them.

### Laws & Regulations

1. Many of our learners are below the age of 18 so by accepting to accommodate learners for S&B you are agreeing to look after a 'child'. In order to comply with the law and OFSTED you will be required to give consent for a **DBS check (Criminal records check)** to be carried out on you.
2. As you will be receiving payment for accommodating the learners you will be classed as a non assured landlord and must provide S&B with a **Landlords gas safe certificate**. This means that all gas appliances in your home must be serviced annually by a Gas Safe registered engineer. **Failure to provide this certificate is breaking the law.**
3. Any paying guest staying in your home is required (by law) to sign a **visitors' book** and provide the following information; date of arrival, full name, home address, telephone numbers and a vehicle registration number if they have brought their car.

### Payment & non arrivals

Payment is made by BACS transfer direct to your bank when the learners' stay is complete. Whenever possible we are happy to process the payments in the second week of a two-week block or from Wednesday of a one-week block.

Where it is possible you will be notified of any absentees in advance. If one or more weeks' notice is given of non-attendance for a two week block or one or more weeks' notice is given for a one-week block no payment will be made. Where no or very short notice is given a goodwill payment of two nights' costs will be made for a two-week block or one night's payment for a one-week block.

### Damage to property

S&B is not responsible for any breakages or damage caused by its learners. It is essential that you arrange adequate insurance to cover such contingencies. Please inform your household insurers that you have paying guests staying with you in your family home. There is usually no extra charge for this. **You do not need commercial landlord insurance.**

Failure to inform your insurers could have serious consequences if you ever had to make a claim.

### Hosts

As a homestay provider it is important that you demonstrate a responsible and caring attitude. Learners are encouraged to feed back any comments, criticisms or complaints they may have to their employer, homestay administrator, or any other member of S&B staff with whom they feel comfortable. All comments will be investigated in complete confidence and appropriate action will be taken. S&B will make pre-arranged annual inspections to your home as well as unannounced visits.

### Your Concerns

If you have any issues or concerns about a young person in your care who attends S&B your initial point of contact should be Jan Waldron or Brett Bracey.

### Complaints procedure for Homestay providers

If for any reason you are dissatisfied with the care / welfare support provided by S&B to its learners and, having given us a chance to rectify the matter you are still dissatisfied you can approach OFSTED directly

Their contact details are;

Telephone; 0845 404040

Email; enquiries@ofsted.gov.uk