

# **Chaperone Guidelines**

**Academic Year  
2022-2023**

# Welcome

We would like to welcome you to Pippa's Guardians as part of our friendly and professional team, caring for our students while they are here studying in the UK. The role the chaperone plays is vital in the successful running of our business and our working relationship with you is extremely important to us. We are committed to safeguarding and promoting the welfare of our students and expect all our staff, chaperones and working partners to share this commitment.

These guidelines are designed to explain the work we do and to set out your responsibilities within that. We aim to share our knowledge and experience in working with overseas students with you, so that you are well prepared when you accompany our students and you know what to expect.

For 25 years we have been caring for international students. Our family run company was established in 1997 by Pippa Hughes. The company is now run by Ben Hughes, her son, from our headquarters in Malvern, Worcestershire.

Ben is also on the committee of The Association for the Education and Guardianship for International Students (AEGIS), the regulatory body that governs our industry and whose principles we uphold. In Malvern we have a wonderful team who provide support for all of our students, our host families as well as our drivers and chaperones.

We are the educational guardians to all our students whilst they are studying here in the UK and we work closely with the boarding schools to ensure their pastoral and educational welfare. We also look after their travel requirements and are responsible for the students at all times when they are not in the care of their schools.

We have a team of Area Managers who meet the students and their families when they arrive in the UK and continue to visit and support them throughout their school life. Your Area Manager will be your direct contact with Pippa's Guardians and they are on hand to offer advice and support.

For further information please do visit: [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk)



## Looking after our students

Becoming a chaperone is a wonderful experience, the opportunity to really make a difference to overseas students while they are studying here in the UK. It is a unique opportunity to learn about different cultures and to extend the hand of friendship and support across the globe. It is the opportunity to make a real difference to the life of a young person while they are studying away from home.

With your help, support and guidance, our students can flourish and enjoy studying here in the UK. Our parents are also extremely grateful for the care and support they and their children receive from our chaperones. It is a highly rewarding and worthwhile thing to do.

Studying in the UK can be a very daunting experience for our students at first. Our students, who are aged between seven and nineteen, are getting used to the rigours of studying at boarding school, in a new language and having to share their living space with students they have only just met. We usually find that by their first exeat time or half term, they are feeling much more at home and secure in their new environment.

As a much-valued member of the Pippa's Guardians team you are in a position of trust and influence as a role models for our students and therefore we do ask you to adhere to behaviour that sets a good example to all our students. We ask all representatives of Pippa's Guardians to demonstrate the highest possible standards of personal and professional conduct and behaviour when undertaking work for us. Chaperones must act in accordance with their duty of care to students and ensure that the safety and welfare of students is afforded the highest priority.

Chaperones should act in accordance with Pippa's Guardians policies at all times and these can be found on our Website under Policies. In particular we would ask you to ensure you read our Safeguarding Policy so you are clear on what to do in the event of a disclosure from a student.

All representatives of Pippa's Guardians have a statutory obligation to share with Pippa's Guardians' Designated Safeguarding Lead any information which gives rise to concern about the welfare or safety of a student or that might suggest a student is in need or at risk of significant harm. You should pass on information without delay in accordance with Pippa's Guardians' safeguarding policy. If you are in any doubt about whether to share information, you should seek guidance from the Designated Safeguarding Lead, Imogen Trevethan on [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk) or 07593 443685 or the Deputy Designated Safeguarding Lead, Ben Hughes on [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk) or 07714 034749.

## Security and Identification

On joining Pippa's, all chaperones will be issued with official photo ID and a Pippa's Guardians lanyard. Please wear this at all times when you are working for Pippa's Guardians. There may be occasions when you are required to present further official ID such as a passport or driving licence when carrying out duties such as meeting students travelling as unaccompanied minors or attending an appointment at an embassy or bank. Please check with your Area Manager if additional ID is required.

## Your Chaperone Profile

As a chaperone we will collate a chaperone profile about you to share with our students, parents and school contacts. The profile will include your photograph, basic contact details and a short paragraph about you and your interests. It is always nice for our students and parents to put a face to a name, and this enhances the personal service that Pippa's offers.

## Dress and appearance

Pippa's Guardians recognises that dress and appearance are matters of personal choice and self-expression. However, we ask that when representing Pippa's Guardians, you dress in a manner that is appropriate to this role and that promotes a professional image. Please do ensure you always wear your Pippa's Guardians photo ID and lanyard when working for us.

## Smoking, alcohol and other substances

When representing Pippa's Guardians please do not smoke whilst working with or supervising students and we would ask that you do not smoke on school premises or outside school gates. You must not consume or be under the influence of alcohol, drugs or other illegal substances when students are present.

## Professional relationships with students

Please maintain professional boundaries with students and always consider whether your actions are warranted, proportionate, safe and applied equitably when you are caring for our students. You should act in an open and transparent way that would not lead any reasonable person to question your actions or intent. If you believe that an action could be misinterpreted, the incident and circumstances should be reported to the Designated Safeguarding Lead, Imogen Trevethan on [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk) as soon as possible. If a young person or their parents seek to establish social contact with you, you should exercise your professional judgement in making a response and be aware that such social contact could be misconstrued. Please speak to your Area Manager if you would like further guidance or advice on this.

In situations where you are unsure of what is required from you, we would ask you to always seek further advice from your Area Manager and to always act in the best interests of the students.

## When you may be asked to chaperone or drive our students

Our students require chaperone and driving services for a wide variety of situations. These may include:

- Travel between school, airports and host families
- Unaccompanied minor services for airport journeys
- Attendance at health and medical related appointments
- School and University visits
- Visa and Embassy appointments
- School uniform and bank appointments

## Driving our students

When transporting our students you will be issued with a Travel Plan containing all details of a proposed journey via the Pippa's Guardians Travel Department. We do ask you to ensure that your vehicle meet all legal requirements and that you have all the correct insurance in place before transporting any of our students. Students should travel in the back of the vehicle and must be wearing correctly fastened seatbelts. In the case of a younger student (Under 12 or 135 centimetres tall which ever comes first) your Area Manager will be able to provide you with the use of a booster seat.

If you are meeting a student at an airport, please use one of our Pippa's Guardians airport signs to clearly display the name of the student you are meeting. These are available as wipe clean laminated signs or as an e-sign if you would like to use an iPad. Please contact [office@pippasguardians.co.uk](mailto:office@pippasguardians.co.uk) to request airport signage.

## Chaperone Payment Structure

- Mileage for transporting a student from your start point in your own vehicle is £0.50p per mile.
- Time for driving, waiting and chaperoning students from your start point is paid at £15.00 an hour or 15 minute increments.
- Overnight chaperoning between the hours of 10.00pm and 8.00am is paid as a fixed payment of £100.
- Out of pocket expenses for student journeys and outings can include but are not limited to car parking, road tolls, refreshments and meals for students.
- Refreshments reimbursement is not normally allowable except when;
  - accompanying Unaccompanied Minors to the airport as the wait is usually a long one.
  - An unexpected greater than one hour delay to a flight occurs. In these instances a expense of £10 is allowable.
- No other expenses are claimable unless agreed in advance through your Area Manager with the parents

## Overnight Chaperone Procedures

There may be occasions where a chaperone is required to escort a student for an overnight stay. Ideally separate but adjoining hotel rooms will be provided for the student and the chaperone. If adjoining rooms are not available then adjacent rooms should be requested. There should be no stocked minibar in a student bedroom. Payment for overnight chaperoning is a fixed payment between the hours of 10.00pm and 8.00am of £100. Working time either side of these hours will be paid at £15.00 and hour. Breakfast and an evening meal for the chaperone can be a claimed expense for an overnight stay with a student up to a total of £35 if not included in the hotel booking.

## Confirmation of your booking

We will confirm all the arrangements regarding the student's journey with you with an email from our Travel Department. at least one week prior to the booking.

## Expenses – how and what to claim for

Our on-line claim form facility is simple and quick, however, if you do not have access to the Internet then please contact our office on **01684 252757**.

We hold an expense account for each student which is used to pay expenditure, so you do not have to wait for payment and the system ensures that you will be paid in full without incurring any financial risk at any time. Please provide us with a receipt or ticket for all out-of-pocket expenses you incur. Receipts can be scanned in when submitting your on- line expense form, or posted to us at:

**Pippa's Guardians, Suite 4, Nimrod House, Sandy's Road, Malvern, WR14 1JJ**

## Payment

This will be made upon receipt of your expenses claim. A step-by-step guide to using our online claim form follows.

## Registering for our online claim service

The first step is to register at; <http://www.pippasguardians.co.uk/host-families/host-family-registration/>

## How to log in

Once you have submitted your request you will receive a “pending authorisation” email, thanking you for your registration. A second email will follow to confirm your account has been activated and providing a link for you to log in to the website, where you will need to enter your username and password.

## How to complete a claim

## **Details**

Please enter your chaperone name, select your Area Manager and then enter the name of the student and school.

## **Mileage**

If you wish to claim for mileage please click yes and a drop-down box will allow you to add the date of the trip, location from and to and the mileage. There is a + symbol for you to add further lines.

Please add a description of each trip taken in the box provided. The total mileage and mileage expenses will be automatically calculated for you.

## **Claiming your time**

To claim for your time, please enter the time in minutes and the payment due will automatically calculate for you at the rate of £15.00 an hour. If you wish to claim for an overnight chaperone duty please add this into additional expenses with the details of the stay, claiming a fixed payment of £100 for the hours 10.00pm to 8.00am.

## **Additional expenses**

If you wish to claim additional expenses please click yes, and a drop-down box will allow you to claim for parents evenings (date required) and expenses where you will need to input the date, description and cost. There is a + symbol for you to include as many of these as you wish.

Receipts: You are also given the option to either choose to upload the file receipts or click to advise us these will be sent in the post - if sending by post please include both your name and the students name.

## **Total expenses**

The system will total up the Mileage, Time and Additional Expenses to provide the total amount being claimed.

## **Payment details**

If we already hold your bank account details, then please click the option "Bank details provided previously". If we do not have these already, or if you would like us to use a different account, then please complete the required fields.

The system is secure and protected and your details will be treated with the utmost confidentiality – if you have any concerns then please send these by post if you prefer.

## **Emails**

Please enter your email address so that we can send you a copy of your claim.

Once you have supplied your email address and submitted your claim form, a copy will automatically be sent to you and the Area Manager will be notified.

If you have any problems finding your copy, please check your 'Spam' or 'Junk' folder – if it is not there, then please let us know by contacting our Head Office on **01684 252757**

## **Receiving payment**

We aim to make full payment within three - five working days of receiving your claim. If the payment hasn't been received or the amount isn't what you expected, then contact [accounts@pippasguardians.co.uk](mailto:accounts@pippasguardians.co.uk)

## Supervision of students

If you have students in your care for an extended period or for an overnight chaperone duty, the rules regarding age-appropriate safeguards are as follows:

### AGED UNDER 14

Students aged 14 years are not permitted to go out alone and should not be left unaccompanied at any time. However, if a student is with you in your family home for any period of time it is acceptable to leave your student with another household member aged 16 and over whilst you are walking your dog or popping to the shops.

### AGED 15 to 16

Students aged 15 and 16 can be left alone or spend time away from their chaperone for short periods of time, as long as they know how to contact you in an emergency. The student must:

- Have a charged mobile phone, with available credit, kept on at all times.
- Have the phone numbers of their chaperone, Area Manager and Pippa's Guardians emergency phone number with them at all times.
- Know the address of their chaperone or location and how to get back to the address safely.
- Have a plan of how to get to their destination and back and agree a return time.
- Make sure they let you know if they are going to be later than agreed.
- Although it may seem second nature to us – many of our students are not familiar with our traffic and road systems or public transport etc. The chaperone must know exactly where the student is going, who they are meeting and what they are doing.
- In some cases, it might be an idea if suitable, to walk them through an outing – for example if they are going to the cinema to meet a school friend, see if you can walk them there before they go on their own. Students of this age are NOT permitted to travel further afield.

### AGED 17 to 18

Students aged 17 and 18, will often want to go out unaccompanied. You may have an overnight chaperone duty where they request to do this.

They are allowed to do so, within reason, but must make sure they tell you where they are going, who they are meeting, how they are getting to their destination and back and at what time. We ask all students aged 17 and over to be back with their chaperone by 10pm at the latest (provided the chaperone is in agreement) when going out alone.

Sometimes these older students will want to go further afield on their own we are often asked if they can go to London or a large city. In this instance written parental approval is required and points 1-6 below, must be very detailed. We would in all cases prefer students who are travelling this way to travel with their chaperone. The student must:

- Have a charged mobile phone, kept on at all times with credit available.
- Have the phone numbers of their chaperone, Area Manager and Pippa's Guardians emergency phone number with them at all times.
- Know the address or location of their chaperone and how to get back to the location safely.
- Have a plan of how to get to their destination and back and agree a return time.
- Make sure they let you know if they are going to be later than agreed.

## Emergencies and medical issues

If your student is ill or experiences an accident whilst in your care, please take the same precautions as you would with your own child and the illness should be reported to your Area Manager. All the students under our guardianship care are registered with a NHS doctor at their school, and thus students can receive medical attention as a visitor under the NHS. You can administer paracetamol in the correct dosage if you feel this is necessary.

We have some students with allergies or medical issues. Full disclosure of any medical condition of our students will be made to you before you agree to chaperone them, and you will be made aware of any medication that is required and how it should be administered. Please be reassured that the parents have full responsibility for their child in your care; a signed, medical consent form will be held on file at the students registered school.

If a medical emergency should arise you should contact the emergency services or a doctor as necessary, as they will be able to give immediate assistance. Please inform your Area Manager as soon as possible.

## Pippa's Guardians 24 Hour Support

Pippa's Guardians staff are on hand to offer support and advice 24hrs a day via our duty support helpline (07721 372865) and your Area Manager will of course be in regular contact with you as to advise and support in any way they can. Please do not hesitate to contact any member of the Pippa's Guardians team should you like to discuss anything further at this time. We are all here to help.

## Safeguarding

Our Designated Safeguarding Lead (DSL) is Imogen Trevethan – 07593 443685

Our Deputy Safeguarding Lead (DDSL) is Ben Hughes – 07714 034749

If you suspect a student that you are looking after has been abused, you must report this as soon as possible to our Designated Safeguarding Lead or to her Deputy.

Pippa's Guardians acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and AEGIS requirements.

As a member of AEGIS we ensure we work to the highest safeguarding practices. Becoming a host family for Pippa's Guardians means that you are willing to adopt our Safeguarding Policy and standards. The nature of our relationship with you is a working one and when you sign our contract, you are agreeing to uphold our standards and we guarantee in return to offer you an unrivalled level of support and commitment.

Our Safeguarding Policy can be found at [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk); please do take time to read it and contact us if you have any questions or need further information regarding your responsibilities. If you would like us to provide you with a hard copy of this policy please contact our DSL Imogen Trevethan on [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk)

If a student starts talking about an incident; listen carefully, make notes, do not promise confidentiality, indicate that you believe the student and do not question them. Please pass on any information to the Designated Safeguarding Lead at Pippa's Guardians as soon as possible. Respect the student's right to confidentiality, but this right can, and should be overridden if it is necessary to do so, in order to protect the student's safety and welfare.

It goes without saying you should not use corporal punishment or have any inappropriate physical contact with your student.

Ensure that consent is obtained from your Area Manager at Pippa's Guardians before allowing the student to take part in unduly hazardous or dangerous sports and activities when in your care.

### **Guidelines to help support a student who is being bullied**

<https://www.anti-bullyingalliance.org.uk/>

- Listen and reassure them that coming to you was the right thing to do. Try and establish the facts. It can be helpful to keep a diary of events to share with the school or college.
- Assure them that the bullying is not their fault and that they have family that will support them. Reassure them that you will not take any action without discussing it with them first.
- Don't encourage retaliation to bullying - such as violent actions.
- It's important for children to avoid hitting or punching an abusive peer. Reacting that way has negative and unpredictable results- they may be hurt even further, and find that they are labelled as the problem. Rather suggest that they walk away and seek help.
- Find out what your child wants to happen next. Help to identify the choices open to them; the potential next steps to take; and the skills they may have to help solve the problems.
- Encourage your child to get involved in activities that build their confidence and esteem and help them to form friendships outside of school (or wherever the bullying is taking place).
- Discuss the situation with your child's teacher or Head teacher or the lead adult wherever the bullying is taking place. Every child has a right to a safe environment in which to learn and play. Schools must have a behaviour policy which sets out the measures that will be taken to prevent all forms of bullying between pupils.

## **PREVENT – Anti-Radicalisation Policy**

### **Introduction**

Pippa's Guardians recognises its duty under section 26 of the Counter- Terrorism and Security Act 2015 and in line with The Prevent Duty June 2015 to have 'due regard to the need to prevent people being drawn into terrorism'. The aim of the Prevent Duty is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

Pippa's Guardians accepts the Department for Education's definition of extremism as; 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. Also included in this definition of extremism is calls for the death of members of our armed forces, whether in this country or overseas. Terrorist groups very often draw on extremist ideas developed by extremist organisations.'

Pippa's Guardians staff have all undergone government e-learning training on Prevent. Our Prevent policy can be found on our website [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk) under Our Policies section. Students will be alerted to our Prevent policy on joining Pippa's Guardians through age appropriate discussions with their Area Manager.

If you have a concern about a young person, you should follow Pippa's Guardians normal safeguarding procedures, including discussing your concerns with the Designated Safeguarding Lead (DSL), Imogen Trevethan or Deputy DSL Ben Hughes. Further steps can then be taken by the DSL or DDSL to refer on to the Local Childrens Safeguarding Board and/or seek advice from other involved parties such as the students' school.

DSL – Imogen Trevethan 07593 443685 or [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk)

DDSL – Ben Hughes 07714 035749 or [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk)

**Pippa's Guardians 24 Duty Phone number is 07721 372865**

## HOW TO CONTACT US IN AN EMERGENCY:

Emergency phone line 24 hours a day, 7 days a week: 07721 372865

Our Head Office number is 01684 252757

**Ben Hughes** Managing Director telephone 07714 034749 [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk)

# Complaints

The following parties may have a grievance against Pippa's Guardians:

- Overseas parent(s) (on behalf of the student)
- UK host family
- Chaperone
- School
- Another Guardianship organisation
- Overseas agent or other organisation, which may have placed a student with Pippa's Guardians

## Stage 1 - Informal

In the first instance, all grievances should be made informally to Ben Hughes, Managing Director of Pippa's Guardians. Ben can be contacted on 01684 252757 or 07714 034749 or [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk).

It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. An informal complaint should expect a response within 3-5 working days.

If appropriate, it can be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance.

Records will be kept, in chronological order, of all correspondence, subsequent responses and action taken.

## Stage 2 - Formal

If the matter cannot be resolved informally, then grievances should be directed in writing, to Ben Hughes, Managing Director. The address is Pippa's Guardians, 5, Grosvenor House, 127, Church Street, Malvern, WR14 2BA or on [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk). A formal acknowledgment of the complaint will be acknowledged within 24 hrs and once fully investigated a response will be offered within 10 days from the date of the complaint. As for Stage 1, records will be kept, in chronological order, of all correspondence, subsequent responses and action taken.

## Stage 3 - Panel

If the grievance cannot be resolved successfully at stage 2, both parties may make formal representations, in writing, to the trustees of AEGIS c/o:

Yasemin Wigglesworth  
Executive Officer  
AEGIS  
The Wheelhouse Bond's Mill Estate  
Bristol Road Stonehouse Gloucestershire  
GL10 3RF

E-mail: [info@aegisuk.net](mailto:info@aegisuk.net) Telephone: +44 (0) 1453 821293

# Feedback

If you have any comments on these guidelines or any of our systems or procedures and how they may be improved, then please let us know by emailing us at [info@pippasguardians.co.uk](mailto:info@pippasguardians.co.uk). We value our working relationship with you and any concerns you may have should in the first instance be directed to your appointed Area Manager or Managing Director Ben Hughes.