

Pippa's Post

March 2023

Celebrating 25 years

It will give away my age immediately, but it barely seems like 25 years since my Mum (Pippa) realised that Thai children attending The Elms School, where she was Head Matron, needed a kind host family to take care of them at exeats and weekends. As all entrepreneur-led businesses will know, the family was involved from the outset, and as a teenager I really enjoyed having international students to stay.

And here we are 25 years on, so much has changed, but actually the important things, have stayed the same.

When Mum set up Pippa's Guardians she was communicating by letter and by fax; she often needed the services of an interpreter and children had very little contact with their parents. There was no AEGIS, no regulation at all. Whilst technology has changed how we work, what we do now in 2022 is essentially the same as it was when Mum began, and how we do it makes us the successful, highly reputable company we continue to be.

I asked Mum recently what she felt the most important deeply ingrained principles are that makes Pippa's the success it is today. I wasn't surprised by her answers, but I share them with you because it is a useful time to reflect on our core values.

Firstly, she said: "you've got to be interested in children and like them". Our child-centred approach continues to this day, our Area Managers know all of the children in their care, visit them regularly, organise all of their travel and match them to carefully selected host families, who in many cases become their regular "home from home", driver and chaperone for the whole of their time in UK education.

Secondly, that "safety and security are fundamental". When Mum began there was no regulation, she craved it so much that she began to meet other people offering similar guardianship services to share best practice, and out of this AEGIS was born. The 300+ standards that gold accredited guardian companies like Pippa's adhere to mean that the utmost attention is paid to

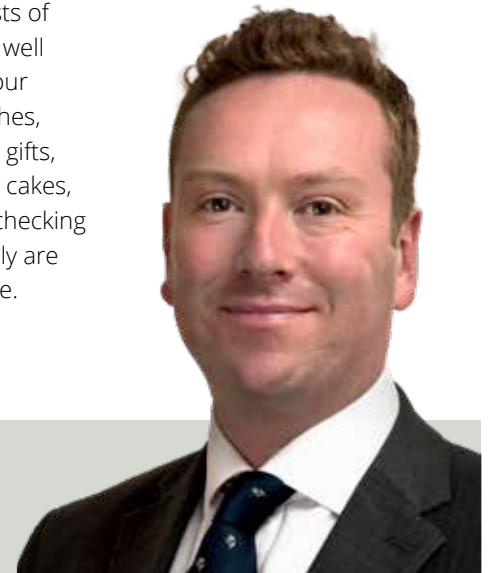


the safety of the arrangements and environment that we place the children in.

Thirdly, "there can never be enough kindness". Our students and their families have made a massive undertaking to have their children educated far from home, and we never forget how hard that can be. All of our undertakings are done with the best interests of the child in mind, as well as with kindness in our heart. The little touches, the arrival meetings, gifts, the photos, birthday cakes, trips to the dentist, checking in with the host family are what make us unique.

So, whilst WhatsApp has replaced fax, email has replaced letters and Eden Yang is now our in-house interpreter, the fundamental service is what Mum set up 25 years ago: we look after our students kindly and securely.

Here's to the next 25 years.



Ben Hughes

Managing Director of Pippa's Guardians

Host Family Portal

Please check out the host family portal on our website for useful information and some tasty 'Host Family Recipes' submitted by our staff and host families. Most recently we had a delicious Chicken Katsu Curry Recipe from one of our hosts Carol Sturrock. Carol said the meal is really popular with students and is very nutritious, containing lots of vegetables!

We will continue to add

to this page as we receive more recipes. If you try any, especially when hosting a student, please do let us know how it went and send us a photo. To submit your own recipe, please email jodie@pippasguardians.co.uk

You can also read back copies of our Pippa's post or submit your own news and pictures to share with your fellow host families and the Pippa's team.

(Please note you will need to be logged in to view these pages.)

Has anything changed?

Please remember to inform your Area Manager if anything has changed, whether it be contact information, a change in the set up to the family home (eg a renovation, a new pet or a new family member). This ensures we keep our records up to date and we always match a student to the best possible host family.

Tell a friend

We are currently looking for more host families following a busy start to the year with applications from new students starting in September 2023. Some areas of the country are looking very busy for the next academic year and we want to ensure we have enough wonderful hosts to welcome everyone.

As you may know we offer a £75 voucher as a thank you for any referrals you make who successfully become Pippa's host families. In addition to this, we are running a prize draw with a chance to win a Hotel Chocolat gift worth £125

with more than enough chocolate for the whole family (just in time for Easter!)

If you have any family, friends or neighbours who would like to speak to someone at Pippa's about becoming a host family, please email their contact information to hostfamilies@pippasguardians.co.uk and your name will automatically be entered into the prize draw (multiple referrals count as multiple entries) Pippa's cover the UK so your referrals do not need to be local to you, they could be friends or family from afar who would like to know more about hosting.

Thank you in advance for any referrals you send, your support is always appreciated.

Host Family Handbook

A copy of the Host Family Handbook is now available on the website via the host family portal so you will always easily access the latest copy. **(Please note you will need to be logged in to view these pages.)**

Even if you have been hosting for a long time, we encourage you to regularly have a read of your host family handbook for top tips, reminders about what you can claim for and to refresh your memory on rules and procedures.



AEGIS Host Family Safeguarding course

Thank you so much to all those of you that have completed the AEGIS Host Family Safeguarding course recently. Your support and response to this initiative has been wonderful to see and I am most grateful to you all. Can I kindly ask those of you that have received the email with the course link but have not yet managed to take the course to find some time to complete it as soon as you are able to. It is a vital part of your role as a host family and it's importance cannot be underestimated.

If you already have existing, appropriate and in date Safeguarding training then I am able to accept this as an alternative to the AEGIS course so please do just forward your latest certificate to me by email on imogen@pippasguardians.co.uk and I can add it to your HF record. Thank you again for all your unwavering support with this extremely important initiative.



Imogen Trevethan

Designated Safeguarding Lead and Head of Compliance
Imogen@pippasguardians.co.uk • (+44) 7593 443685

Become a Chaperone

Many of our host families also act as chaperones, helping to safely accompany our students to appointments and interviews. Recently, Cherry a student at Badminton School, had to attend an appointment at the Visa Office in London. Trilby, one of our host families, was kind enough to escort Cherry to the appointment to ensure she travelled safely and was successful with her visa appointment.

They arrived at the Visa Office on time but unfortunately there were some issues with the paperwork. Trilby stepped in and persuaded the Visa Officer to give them another appointment later that day, so that they had the opportunity to sort out the missing documents. With the help of Trilby and Charlie (Cherry's Pippa's Area Manager) all of the missing documents were obtained and printed in the nick of time to attend

their second appointment which was successful.

Cherry's parents were so very grateful for the support received.

"Thank you for your help as always, you arranged all the steps came to pick up my daughter at 6:25 in the morning, and then arrived at the visa center on time. There were many situations, Trilby helped Cherry communicate throughout the whole process, when my daughter's bank statement was incomplete, Trilby accompanied her all the way to make copies of the documents and to

print out the statement at HSBC. Without your effort and assistance, Cherry can't operate in visa centre in success this time. Eden and Charlie both assisted me during the process. I really appreciate your team's responsible attitude; every member of your team is so excellent. Thank you for all."

Interested in becoming a Chaperone? Please speak to your Area Manager or email hostfamilies@pippasguardians.co.uk



New standards for schools on Educational Guardians

In September 2022, the new National Minimum Standards for Boarding Schools introduced tighter rules on how schools manage the Guardianship arrangements for their students to ensure their safety and wellbeing. Schools now have a much greater responsibility to make sure that their students have arrangements in place that promote welfare,

physical wellbeing and emotional wellbeing. They are now required to monitor arrangements and they will be inspected on how they are doing this. The new rules are good news for AEGIS guardianship organisations who promote and operate in a manner which recognises the importance of suitable, safe accommodation and adult supervision. Schools will still be checking the experience of students with AEGIS guardians. At Pippa's we are proud of the gold standards that we work to, delivered by you, our host families. Thank you for your support and commitment to keeping our students safe.

Gas Safety

It is a requirement of our governing body Aegis that we hold a gas safety or boiler check certificate for all host families. If you have recently had a gas safety or boiler check done please email a copy of the certificate to Alison Webb at alison@pippasguardians.co.uk.

These should be renewed on an annual basis so if your certificate is due to expire please arrange to have a check done and forward on the certificate at your earliest convenience.

Creams and Ointments

Some of our students are on topical creams to treat acne and similar skin issues. These creams can be quite strong and could take the colour out of pillowcases. We would suggest either using an old pillowcase or please ask your Area Manager to arrange for the school Matron to send a school pillowcase with your student when they visit.

24/7 support

The Pippa's team are available to provide you support and assistance 24/7.

Our 24/7 duty phone number is +44 (0) 7721 372865.

Please ensure you keep this number easily accessible should you need it.

Ben's Travels

After a very long wait due to the pandemic, Ben has recently returned to Asia to meet with parents and educational agents as we start to prepare for new students who will be starting their UK education in September 2023. After a week in Hong Kong followed by a week in Tokyo, Ben has loved listening first hand to how much our parents appreciate everything the Pippa's team do for their children when they are so far

away from home. You, our host families are a huge part of caring for our students and how you welcome children into your homes is still the most important factor for any parent entrusting their child with Pippa's. Ben has also been reminded after some rather long flights, how far away from home some of our students are making their 'home from home' so important to them. All the way from Asia, from our parents via Ben, a huge thank you to you all!



To claim or not to claim? Travel expenses explained

Many more host families are now helping us to transport students to

and from school or to and from the airport when they are travelling home. We pay expenses for these specific chaperone journeys at £15 an hour or part of and 50p per mile, and they are all authorised in advance by your Area Manager. If you are now working with Pippa's as a chaperone as well as a host

family, you may get to meet lots of students and support them with these types of journey. All other incidental journeys that you take for your student whilst they are staying with you, as a host family, are expensed at 50p per mile if it is not a journey your family would otherwise be making. Please be

reminded that any expenses over £30 need to be agreed with your Area Manager before any money is spent so we can check with parents before they get the bill!

If you have any questions about claiming expenses, please do check the Host Family Handbook or speak to your AM.

Chinese New Year Celebrations

As a guardianship service to international students, we are fortunate to be part of many international celebrations. Chinese New Year is one of the largest festivals which is celebrated by many of our students and their families.

When we ask our host families why they choose to host international students in their home they frequently talk about the culture exchange between the student and the

family. Both sides get to share their language, traditions and food and learn from the time they spend together.

Chinese New Year often falls at a time when schools are on exeat weekend, therefore students are lucky enough to spend their celebrations with their host families. Thank you to all who hosted over Chinese New Year and the efforts you made to make this a special time for our Chinese students. We loved seeing the pictures.

