

# Student handbook





## What will Pippa's Guardians do for you?

We are here to help you while you study at boarding school in the UK.

As well as our team at Head Office, you will have a dedicated Pippa's Guardians Area Manager who looks after you and other students at your school. They will know the school well and many of the staff including your house parents, who are in charge of your boarding house.

We are here to help you feel happy and supported at school – from before you even arrive, to your first days and weeks, until you finish school. We are here if you have any concerns or worries, need help to voice any problems you may experience and to help you get the most out of your experience studying here in the UK.

1. We will visit you at least twice a term, and may also attend parents' evenings or other events, on behalf of your parents. You may see your Pippa's Guardians Area Manager often in and around your school - please say 'Hello'.
2. We are here whenever you need us and we can be called 24 hours a day on our duty phone number: +44 (0) 7721 372865 (From the UK dial 07721 372865).
3. We will keep in regular contact with you by your preferred method of communication.
4. We will arrange your travel and liaise with your school when you are on the move.
5. We will organise your stay at our Host Families during school holidays, half terms or exeats, if you need them.
6. We will offer help and support throughout your school life.
7. We will help you if you change school or apply to university – including university visits, but this would incur an additional charge.

## Student Code of Conduct

All of us at Pippa's Guardians want you to enjoy your time in the UK and achieve great success throughout your school career. We do ask all of our students to read and follow our simple student code of conduct.

### *Respect and Manners*

Be polite and respect everybody you meet and remember to use please and thank you both at school and at your host family.

When you are staying in a host family remember it is not a hotel. Please do keep your room tidy, help to clear up after meals and be a part of the family you are staying with. Your host family may have some of their own house rules which they will make aware of on your arrival – these are to make sure that you have a comfortable and enjoyable stay.

### *Behaviour*

We will not tolerate discrimination or bullying, including cyber-bullying in any form

Please behave appropriately at all times and remember:

- It is forbidden for all persons under the age of 18 years to consume alcohol.
- The use of non-prescribed drugs is strictly forbidden and the law regarding this is enforced very strictly.
- It is a criminal offence to buy tobacco products and Vapes under the age of 18. Smoking and Vaping is forbidden in schools and in most public places.
- To adhere to rules around going out from the host family home depending on your age.

Please note that breaking any UK laws or school rules could result in suspension or expulsion by the school.

# Travel and Transport

## When you Arrive

On arrival – if you are being met by a Pippa's Guardians driver, they will meet you at ARRIVALS – they will carry a board with your name on it, please ask the driver to confirm where they are taking you to. Please look carefully when you have been through passport control, collected your luggage and then gone through customs. If you cannot see the driver on arrival, wait in the Arrivals area. You will have the driver's contact number on your travel plan. You should also have your Pippa's Guardians Area Manager's phone number and our duty phone number saved into your phone if you need them.

If you are travelling by school transfer – make sure you know where the meeting place is before you fly – this is where your school representative will be waiting. This may be in a different terminal to the one you have arrived at. Make sure you have the school contact phone number when travelling.



If you are travelling independently back to school (aged 17 and over) please ensure you know which train/ coach/bus to take – ideally travel with another friend – and have our contact details with you. We would ideally like you to let us know you have arrived safely back at school by text, WeChat or WhatsApp.

Using private cars / taxis: Our Pippa's drivers and taxis are all carefully vetted before they drive you but if you ever need to use a private taxi which hasn't been booked through us, please ensure it is a private licensed taxi and that their licence is on display in the front of the car. Before getting into your taxi, you should give the driver your name and check he or she knows where you are going, and then sit in the back of the car. Remember that you must wear a seatbelt in the front and back of the car.

If you have your parents' approval and are using public transport, we can help you to buy tickets before you travel.

## Travel

Whenever you are travelling – from school to the airport, on trips or to your Host Family, we will always make sure there is a travel plan in place for you. This is to ensure you are safe when not in school. You are not allowed to travel independently to and from the airport unless you are 17 or over and have the permission of your parents to do this. If you are 16 or under, we suggest you go by school transfer, Pippa's Guardians driver, chaperone, or share a taxi with school friends. This will be arranged in conjunction with your school.

When you travel, ensure you have your passport, BRP (Biometric Residence Permit), airline tickets printed out (as well as on your phone), a copy of your travel plan and the contact details for Pippa's Guardians, your school and your parents and any relevant documentation required by the airline. Keep these documents safe at all times. The Travel Plan sent to you by us, will have all the relevant contact details. It is very important that you have this.

## Transport

We will arrange for your transport to and from the airport and our Host Families, by Pippa's Guardians driver, chaperone or school coach. We can also help with arrangements for you to take public transport with parental approval, by train or public coach.

## Cyclist and pedestrian safety

It is important to remember the traffic and roads in the UK may be different from what you are used to at home – please make sure you take care crossing roads as the UK road system may be very different from home. If you are cycling, ensure you are aware of the road regulations and please remember to always wear a cycling helmet.

## Checklist

- Passport
- BRP card
- Printed Air Ticket/Boarding Pass
- Travel confirmation from Pippa's Guardians
- Contact details for Pippa's Guardians
- Contact details for your School
- Contact details for your Parents



## Travelling as an Unaccompanied Minor

If you are 14 and under, you may be travelling as an unaccompanied minor, which means you will need a Pippa's Guardians representative to meet you at the airport on arrival and to take you to the check in desk on departure. We will provide you with the name and details of our driver in advance and this information will need to be given to the airline before your travel. Travelling as an unaccompanied minor means you will always be looked after, by our driver and then the airline will look after you throughout the flight and make sure the designated person meets you at the other end. If you are under 14 and not travelling as an Unaccompanied Minor your Area Manager will work with you and your parents to ensure a safe travel plan is agreed and may include you being accompanied to Check in.

If you are 15 and over, you may be travelling by air on your own. We will arrange your travel to the airport, by school transfer, Pippa's Guardians driver, chaperone or shared taxi when you arrive go straight to the check in desk to drop off your luggage and then proceed straight through to security. Then you will have time to have something to eat or browse the shops in a safe environment. Make sure you keep an eye on the departure board to see when you have to go to the allocated gate for departure. Don't miss your flight!



# Helpful information!

## Host Families

During exeats, long weekends and half terms, we can arrange for you to stay with one of our Host Families. These are specially chosen by us and we aim to place you with a Host Family we know you will enjoy spending time with. We will send you a profile telling you all about your Host Family and arrange for you to meet them before you stay, if possible.

## Support

We are here to look after you and to ensure you are safe. Please make sure you keep the number of your Pippa's Guardians Area Manager in your phone and update us if you change your number at any time. We will always respond if you need us. We have a Duty Support Helpline that is staffed 24 hours of the day, should you ever have a problem and are unable to contact your Area Manager please call +44 7721 372865. This might be when you are travelling, as flights can be very late at night or early in the morning. There will always be someone to speak to.

## Getting used to a New School

It takes time to learn to feel at home at a new school – to learn the rules and regulations and to make friends. It will help if you make an effort to socialise with other students and to find things you have in common – don't just make friends with other students from your home country, practice your English or other languages and try to make a real effort from the start to get to know the other students in your dorm or classes.

## Registering with a Doctor or Dentist

Your school will register you with their own NHS doctor when you arrive. You may also be able to access dental care whilst you are in the UK although this may need to be on a private basis as NHS dentist appointments can sometimes be difficult to obtain. If you have private medical insurance then please do let school and your Area Manager know the details.

## Keeping you and your belongings safe

You must never leave money or valuables in places where they can be taken while at school in the UK or travelling here. You should hand your passport and BRP to your house parent for safe-keeping until the next time you travel home. Theft is very rare, especially in school, but it does happen. Most schools provide a locker for you in your boarding house. Only keep a small amount of money on you and lock away your money, credit card if you have one and valuables or give them to your house parent to look after while in school. Don't wear jewellery or expensive watches when playing sport and again lock these items away when not in use.

Always put the Pippa's Guardians Area Manager phone number and our Duty Support number into your phone. This means you can always contact us, wherever you are. When you are staying at a Host Family, they will give you an ICE card – which is in case of emergency. The card will have the Pippa's Guardians details above on it, together with the name and address and contact number of our Host Family Please carry it separately from your phone or wallet/purse.



## Homesickness

You may feel homesick at first and miss your family and friends. This is normal as you adapt to life at boarding school in a foreign country, but you will soon make new friends and get used to the routines at your new school. We find many of our students are happily settled in by the first half term – but if you are feeling homesick or sad at any time please speak to us – your matron and house parents are also on hand to help you with this. Remember, you are not alone and there is always someone to help.

Making friends with other pupils from your home country, chatting about your family back at home, preparing familiar food can all be helpful when dealing with homesickness. Taking good care of yourself by eating healthily and taking exercise will also make you feel better.

## Making Mistakes

Everyone makes mistakes and coming to a new school in a new country with new rules, you too may end up making mistakes. Try and learn from your mistakes, say sorry, listen to your teachers and house parents and try hard not to repeat the same mistake again! You might be late for a lesson or not do your prep, you might not do your best work or say something unkind.

Your dorm might be messy or you might get caught on your phone when it is supposed to be turned off. You might not always get your own way and you may be told no in some situations. This is what boarding school is like because they have to have rules that everyone needs to understand and adhere to. Adults are very good at forgiving students who recognise they have made a mistake and make an effort not to do it again!



## Learning to Drive

If you would like to have driving lessons once you turn 17, your school will be able to recommend a driving school and help you to arrange lessons. Your Area Manager will be able to assist you in applying for your Provisional License. Please speak to your Area Manager if you need to pay for these directly so that we can speak with your parents and arrange additional funds to go into your Pippa's Guardians account.

## Pocket Money and Bank Accounts

While in the UK you may want to open a bank account – this is a useful way to organise your money. Your parents can then transfer money directly to the account for pocket money while you are at school, or other expenses. We can help to arrange this for you. You can also leave money safely with your house parents.

## Mobile Phone registration/ SIM cards

Your Area Manager can organise the purchase of a SIM card for you to use your mobile phone in the UK, and if you need it to be topped up then again please speak with your Area Manager who can do this for you. If you have two mobile phone numbers, perhaps one you use in the UK and one in your home country then please do make sure your Area Manager has both numbers in case of emergencies.



# Host Families

## What to expect and how to behave at your Host Family

We will carefully match you to a Host Family, usually near to your school, and it may be possible to meet them before the start of term so you and your family can start to get to know them.

When you need to stay with your Host Family, at exeat (which is a long weekend away from school) or half terms (if you don't return home), we will arrange for them to collect you from school or your transport to them. This will all be confirmed to you one or two weeks before your visit by email. Please make sure you check your emails and give us an up to date email address.

Our Host Families offer a warm welcome and the opportunity to find out what life is really like living with a British family and this is also part of your education in the UK.

Our Host Families come from all walks of life, the one thing they have in common is they enjoy hosting our International Students and want you to feel like part of the family. They will be interested to know about your life at home, your family, your country and your cultural way of life. However, life in a British family is likely to be different from your own family at home. We want you to find this a happy and enjoyable experience, so please make an effort to speak to your Host Family and to get to know them. We hope you will have a long and happy relationship with them.

Your stay will usually be for exeat, long weekends or half terms. Sometimes our students stay for the longer holidays if they need to revise or are only in the UK for one year.

Our Host Families will take you on visits to local attractions and on family trips to the cinema or local

restaurants, etc. Our Host Families will provide you with accommodation and three meals a day, plus snacks.

You will have your own room in their house – unless you ask to share with a sibling or a friend, if you wish.

In some Host Families, there will be more than one student staying. Some Host Families will have children – these may be the same age as you and a chance to make new friends.

It is important to us that you enjoy staying with our Host Families. To help things go smoothly please talk to your Host Family if you are unhappy about something, as they are there to help you. Or if you feel unable to speak to them, contact us.

We do our very best to place you with a Host Family where we feel you will be happy – however if you have any concerns or are not enjoying your stay, please let us know as soon as possible so that we can assist as quite often the issue can be readily resolved.



# Here are some helpful suggestions about your stay



## Manners and how to behave at your Host Family

Please be polite and courteous at all times – please and thank you go along way when someone is caring for you. In the UK it is the custom to shake hands when you meet someone and to always welcome each other with Hello! When you leave, again it is the custom to thank your Host Family for having you and shake hands for goodbye. After leaving, it is nice to thank your Host Family for your stay – you can do this by email or text, or even send a card, which is a lovely thought.

You are staying in someone's home – please be respectful of the house and the belongings of the Host Family. You should expect to keep your room tidy and to clear up after yourself while staying – it is considered polite and helpful to offer to wash up the dishes after a meal for example. Please do respect bedtimes when staying with your family and please remember showering late at night can disturb the household.

Please understand that in the UK it is not polite to shut yourself in your room or just stay on your phone or computer all the time – join in with your family and you will have a much more interesting and enjoyable time.

## Responding to requests

Please respond quickly if you are told dinner is ready, or the Host Family are taking you out on a trip. It is considered rude to respond, "In a minute," if you are asked to do something, or not to do something, so please do not use this phrase.

## Taking Part

Our Host Families will invite you to take part in family activities – please make an effort to take part in these activities and to be friendly and interested in what the family are doing. You will find your stay much more exciting and enjoyable if you do. Sometimes students want to relax, and that is fine, but do not stay in your room for long periods. You are on holiday and we want you to have a good rest and relax – however by joining in, your stay will be much more enjoyable and fun!

## What to pack

Depending on the time of year, please make sure you pack everything you will need. For example, in Winter, you will need layers of warm clothing, a warm coat and wellington boots as well as shoes in case you go for walks. In Summer, the weather is usually much warmer, but still take a raincoat. It might be a good idea to pack swimming things for example. Your Host Family will usually remind you to bring certain items if they are arranging a special trip. Remember to take your money and your phone with you!

## Food

The food in the UK, at school and also your Host Family is likely to be very different to what you are used to at home. Your Host Family will provide you with three meals a day and snacks in between if you need them.

Tell your Host Family if there are any foods you really do not like – otherwise please try all the food your Host Family provides for you. If you like cooking, maybe consider asking to help prepare a meal for them, or help with the food preparation. Remember to follow their kitchen rules and leave everything clean and tidy. This will help you to learn about British customs and find out what foods you like to eat here! Please do not take food or drinks into your bedroom without permission first. If you are hungry, let your Host Family know. They will make drinks and snacks available to you in between meals, but do not take food without asking first.

## Pets

Some Host Families own pets – this is customary in the UK. If you are not used to pets, this is an ideal time to learn that they are an important part of home life and are great fun! Unless you are allergic to pets, you may find you are paired up with a Host Family with pets. Our Host Families understand you may not be used to this – but give it a chance! When a pet, particularly a dog, meets you for the first time, he or she may be excited, but they will soon calm down and you will make a new friend!



## Showers, personal hygiene and clean clothes

Please follow similar rules regarding personal hygiene and laundry as if you were at school. Have a shower or bath each day and clean your teeth regularly. Make sure you leave the bathroom tidy. If you need your clothes to be washed, ask the Host Family. They will probably do some laundry each day – and may do this for you or show you how to use the washing machine. Again it is polite to offer to help.

## Speaking English and socialising

We would encourage you to talk to your Host Family as much as possible and to tell them about your own family, your life at home and your interests. Please speak in English when you stay at your Host Family – this will help you with your own language skills and is polite.

## Revision and quiet working

Sometimes when you are visiting your Host Family, you will be preparing for exams. They will provide you with a desk and a quiet space to revise and will understand that you will be spending more time on your own studying in this instance.

## Online Private Tuition

We understand you may want to organise this during your host family stay. Please tell your Area Manager in plenty of time if you plan to do this so we can work out suitable times for you to organise this. We need to make sure that your tutoring is at a convenient time for the host family. They may already have plans for the time you would like to have your lesson.

## Using phones

Please take your mobile with available credit and charger to the host family's house. Your host family will have WIFI available for you to use in their house. If you want to make a lengthy call, please find out when it will be convenient in case your host family have arranged to take you out. You shouldn't use their home phone unless it's an emergency and do ask them first. It is not the custom in the UK to use your phone at the dinner table, so please leave it in your room or keep it out of sight while eating.

## Going Out

Never go out without asking permission from your Host Family – they are there to look after you and keep you safe in the holidays. Depending on your age, we ask that you let the Host Family know where you are going and what time you will be back. If you are going far from the Host Family, you must tell your Area Manager as well and there needs to be a plan in place to make sure you are safe at all times.

## Illness

If you feel unwell while staying with your Host Family, please let them know and they will help. You will be registered by school at your local GP surgery but you will also be able to access the NHS in case of emergency or visit your Host Family's doctor if necessary as a temporary patient. If you need to see a dentist whilst you are staying with your Host Family, please let your Area Manager know.

## Staying Away

While staying at your Host Family it is forbidden for you to stay anywhere else overnight unless specific permission has been given by Pippa's Guardians. This will only be granted with written permission of your parents – we have to notify your school who then have to advise UK Visas and Immigration where you are staying at all times to comply with your visa regulations and to ensure your safety.

## The use of hair dye and tanning products.

Both hair dye and tanning products can cause permanent staining to surfaces and towels in the host family home. We would ask you not to apply these products when you are staying with your host family as your parents would be required to pay for any damage caused. No dye products should be used by anyone under 16, according to manufacturers and the industry's professional body. Hair dyes contain chemicals that in rare cases can cause severe, even life-threatening, allergic reactions.

## Host cancellation and changing your plans

We confirm the arrangements with your Host Family, your school, your parents and you AT LEAST two weeks in advance of your stay. Please do not change your plans at the last minute unless it is for a very important and genuine reason. If you change your mind about your plans for an exeat or half term, please let us know EARLY or a Host Family Cancellation Fee will apply, which your parents will have to pay. It is also not polite to change plans at the last minute, as your Host Family will be planning your visit and looking forward to your arrival.



## Religion

At Pippa's Guardians, we are respectful of all religions and cultures. If you practice a religion, your Host Family will be respectful of this and arrange for you to attend a local church etc. If your Host Family attend church, they may invite you. It is up to you to decide if you wish to attend or not. School can also arrange for you to visit your local place of worship if you would like to do so.

## Pocket money and valuables

If you do not have a bank account and want to take some money with you to your Host Family, they will be able to keep it safe for you – both you and the Host Family can sign a receipt for this. Likewise, if you forget to take some money, your Host Family can provide you with pocket money and we will reimburse them from your account. It is usually wise to leave your passport and travel tickets at school unless you will need them while at your Host Family.



## Electrical Equipment and Fire Safety

If you have a laptop, ask for the WIFI code and do not use the Host Family's computer without asking them first. Always remember to turn it off at night time when you go to sleep and unplug it. You must also unplug your phone charger, as this is not safe to be left on overnight while you are asleep. It is advisable to buy a UK charger for your phone and laptop as your own ones from home can present a fire risk.

Remember the rules regarding what you should be accessing via a computer at school and do not attempt to look at anything that is not appropriate. Do not overload any sockets in the house. Your Host Family will be able to supply you with a hairdryer if you need one. If you have any other electrical items, check with your Host Family before you use them. Your Host Family will have complied with all our gas and fire safety rules and they will show you what to do in the event of a fire and your escape route.

## Laws regarding Sexual Activity

The age of consent to any form of sexual activity is 16 for both men and women. The age of consent is the same regardless of the gender or sexual orientation of a person and whether the sexual activity is between people of the same or different gender.

It is an offence for anyone to have any sexual activity with a person under the age of 16.

It is an offence for a person aged 18 or over to have any sexual activity with a person under the age of 18 if the older person holds a position of trust (for example a teacher or social worker) as such sexual activity is an abuse of the position of trust.

## Alcohol, Drugs, Smoking, Vaping

Just as at school, we have a strict policy of NO SMOKING, NO DRUGS, NO VAPING and NO ALCOHOL for all our students while they are staying at a Host Family.

# A few rules for your safety!

No one likes rules – but our job is to ensure you are safe – and this is how we do it!

## AGED 14 and under

If you are aged 14 or under 14, you are not allowed to go out on your own or be left unaccompanied in the home. The children in your Host Family are allowed to look after you for short periods of time if they are 16 and over. They can also go with you for local trips such as visiting the shops, cinema or leisure centre. You should still have your ICE card with you, In Case of Emergency – this card should be kept separate from any phone or money in case you should lose your phone and wallet.

## AGED 15 to 16

You are allowed to go out on your own for short periods of time to the local town shopping, leisure centre or cinema for example – as long as you make sure you tell your Host Family where you are going and who with and how to contact you in an emergency. You must be home before it is dark or 7pm – you need to arrange a time with your Host Family so they know when you will return. You are not allowed to travel further than local amenities unless you have permission of your Area Manager, parents and Host Family.

### When you go out alone, you must:

1. Have a charged mobile phone, with available credit, kept on at all times.
2. Have the phone numbers of your Host family, Area Manager and Pippa's Guardians Duty Phone Number.
3. Know the address of your Host family and how to get back to the house safely.
4. Have a plan of how to get to your destination and back and agree a home time.
5. Make sure you let your Host Family know if you are going to be later than agreed. This is VERY important!
6. Have the details above on a Pippa's Guardians ICE Card – In Case of Emergency – this card should be kept separate from any phone or money in case you should lose your phone and wallet.



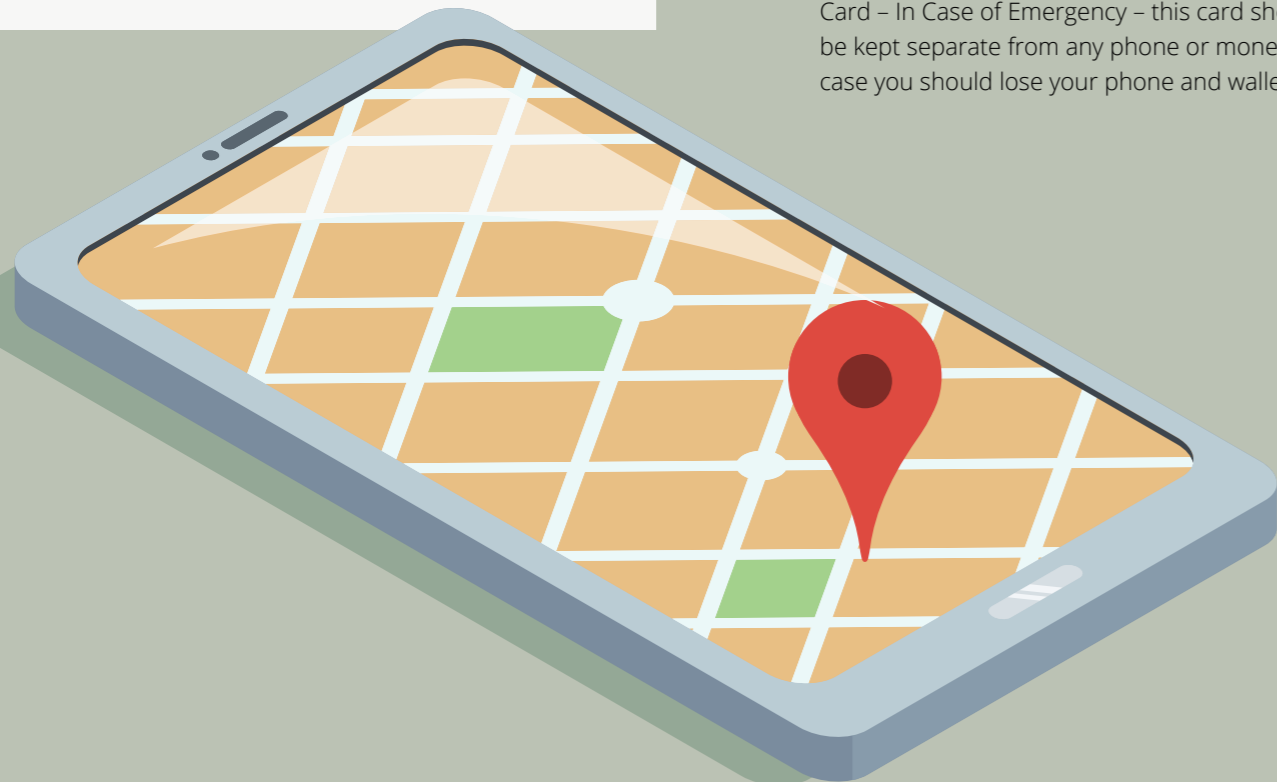
## AGED 17 to 18

If you are aged 17 and 18, you may want to go out unaccompanied. You are allowed to do so, within reason, but must make sure you agree your plans with your Host Family and be back at 10pm at the latest when going out alone.

You may want to go to London or another city during the holidays, while you are staying at a Host Family. In this instance, your parents must give approval in writing to us in good time and the plan must be very detailed. We would prefer that you travel further distances with a friend from school, or member of the Host Family who is over 18.

### Please make sure you:

1. Have a charged mobile phone, kept on at all times with credit available.
2. Have the phone numbers of your Host Family, Area Manager and Pippa's Guardians Duty Phone Number.
3. Know the address of your Host Family and how to get back to the house safely.
4. Have a plan of how to get to your destination and back and agree a home time.
5. Make sure you let your Host Family know if you are going to be later than agreed.
6. Have the details above on a Pippa's Guardians ICE Card – In Case of Emergency – this card should be kept separate from any phone or money in case you should lose your phone and wallet.





# Problems or Worries? Who to Ask for Help

This is a very exciting time for you and we are here to help you to enjoy school and get the most out of your time in the UK.

If you do have any problems or worries, you are not alone! We are here to help and support you at any time.

We are aware that, from time to time, you may be worried or upset about something. The information below tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of many students is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it.

## Is something worrying you?

*Here are some examples of the kinds of thing which can be worrying for young people:*

1. You think you may be ill and are too afraid or embarrassed to tell anyone;
2. You feel depressed, or that life is not worth living;
3. You or your friends are being bullied or treated unkindly by another student;
4. You think that another student is not eating properly, or may be harming him / herself;
5. You are worried, angry or hurt about something happening at your Host Family's home;
6. You think that another student has done, or is about to do, something seriously wrong or dangerous;
7. You are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex;
8. You feel you are being treated unfairly simply because you are a girl or simply because you are a boy, or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay;
9. You feel that a staff member from the Pippa's Guardians or a Host Family member has treated you unfairly e.g. in a punishment given, or in favouring other students;
10. You feel that you are not given enough privacy or independence.

## Staying Safe in a Pandemic

After Covid-19, governments and scientists around the world understand a lot more about the best way to react in the event of another Pandemic. Your school and Pippa's Guardians would be able to offer advice, support and help to you and your family if this were to ever happen again.

We would always look to follow health advice from the UK Health Security Agency (UKHSA) who are in charge of protecting the health of the nation.



## What should you do?

If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what is going on affects other people, or that you are unaware of all the different ways a problem can be tackled. There are a number of different people who will be very happy to talk to you and to help you try to find a solution to the problem. It may help to talk first with another student who is a trusted friend. However, sometimes you may also need the help and support of an adult or professional, for example a staff member at Pippa's Guardians or a Host Family member who you feel most comfortable and safe talking to.

**We would expect one of these to be the first person you speak to if you have any concerns.**

Pippa's Guardians staff you could talk to might be:

1. Your Area Manager – please see the bottom of page 14 for their contact details
2. Designated Safeguarding Lead Imogen Trevethan +44 (0)7593 443685 imogen@pippasguardians.co.uk
3. Deputy Designated Safeguarding Lead Ben Hughes +44 (0)7714 034749 ben@pippasguardians.co.uk
4. Your Host Family – you will be given their telephone and address details

**However, if you do not feel able to speak to a member of staff or Host Family member, other people to talk to are:**

1. Your parents, guardians or other relatives;
2. Adults in a position of authority at the school you attend, for example the School Chaplain, Counsellor or Doctor;
3. An older student at the school you attend or an older international student who is also allocated to your Host Family through the Guardianship Organisation;
4. National Society for the Prevention of Cruelty to Children [www.nspcc.org.uk](http://www.nspcc.org.uk) 0800 800 5000
5. Child exploitation and online protection centre (CEOP) [www.ceop.gov.uk](http://www.ceop.gov.uk)
6. Childline 0800 1111
7. Children's Commissioner, Help at Hand 0800 528 0731 <https://www.childrenscommissioner.gov.uk/help-at-hand/>

If you prefer, you can write to one of the people mentioned, although this does sometimes slow things down.



**Childline - If you're under 19 you can confidentially call, email or chat online about any problem big or small**

- Freephone 24h helpline: 0800 1111
- [www.childline.org.uk](http://www.childline.org.uk)
- Sign up for a childline account on the website to be able to message a counsellor anytime without using your email address
- Chat 1:1 with an online advisor

# Bullying and Cyberbullying

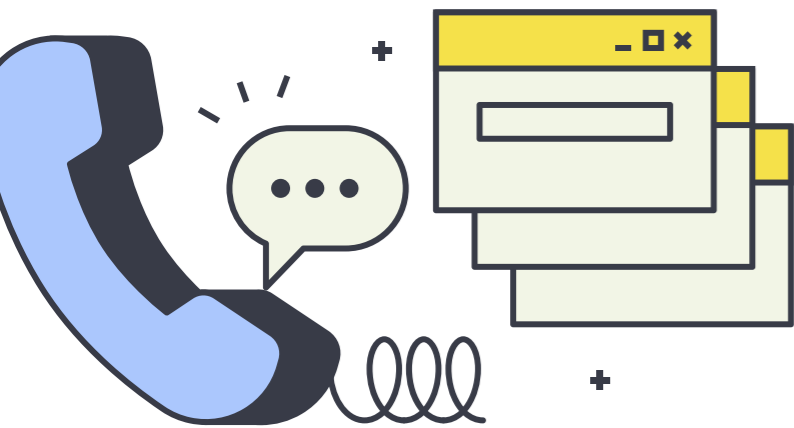
## If somebody physically hurts you, or verbally abuses you, that's bullying. Specific types of bullying include:

Homophobic bullying based on your sexual orientation, Racist bullying because of your skin colour, Religious bullying because of your beliefs or faith., Sizeist bullying referring to your body size, Sexist bullying focusing on you being of the opposite sex, Cyberbullying targeting you online, often anonymously, Bullying because you are different.

Bullying can be a one-off or it can go on for a long time and bullying can happen to anyone. Ignoring bullying won't make it go away. You need to tell someone about what is happening. Bullying can make you feel isolated and worthless, lonely, anxious, angry and lacking confidence. You may experience some or all of these feelings. Bullying in any form is hurtful and unacceptable and can make your life miserable. Bullying can happen to anyone.

If the bullying is happening at school – talk to your parents or guardian and your teacher. Your teacher may have no idea that you are being bullied, and the school will have an antibullying policy to tackle it.

If you feel you can't speak to your teacher, maybe a friend can do it for you. You can also speak to a school counsellor, welfare officer or school nurse.



If the bullying is happening online (can be called cyberbullying) - Cyberbullying can occur on social media, through online gaming or via mobile phones. It could also be someone posting nasty or embarrassing messages, images or videos and can include spreading rumours about someone. You should tell a trusted adult – your parents or guardian, or a teacher.

You may know the person who's bullying you online – and they might be bullying you or others in the real world as well. You may also be targeted by someone using a fake or anonymous account. It's easy for someone to be anonymous online and this can increase the likelihood of someone engaging in bullying behaviour. Some helpful things you can do to stop the bullying are:

- Always respect others – be careful what you say online.
- Be careful what pictures or videos you upload. Once a picture is shared online it cannot be taken back.
- Only add people you know and trust to your friends or followers list online.
- When talking to strangers, keep your personal information safe and your location hidden.
- Treat your password like your toothbrush – keep it to yourself and change it regularly.
- Block the bully – learn how to block or report someone who is behaving badly.
- Do not retaliate or reply to offending e-mails, text messages or online conversations.
- Save the evidence. Always keep a copy of offending e-mails, text messages or a screen grab of online conversations and pass to a parent, a carer or a teacher.
- Make sure you tell an adult you trust, for example, a parent, your guardian, a teacher, or the anti-bullying coordinator or call a helpline like Childline on 08001111 in confidence.
- Most social media services and other sites have a button you can click on to report bullying. Doing this can prevent a bully from targeting you and others in the future. Many services take bullying seriously and will either warn the individual or eliminate his or her account
- You can also report the abuse to CEOP (Child Exploitation and Online Protection Centre) using this link: <https://www.ceop.police.uk/ceop-reporting/>
- Keep reporting the bullying until it stops.

## Who else needs to know?

We understand that you may wish to talk about a problem only if it is kept secret. This may be possible if your problems do not raise concerns about your welfare, but please be aware that many adults have a responsibility to pass on concerns about your welfare within their own organisation including school or Pippa's Guardians, or to other organisations that can help.

Please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up say afterwards that it helped them and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.

For further help and advice on who to contact please look at the Safeguarding Policy on our website [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk):

## Safeguarding

Designated Safeguarding Lead Imogen Trevethan +44 (0)7593 443685 or [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk)

Deputy Designated Safeguarding Lead Ben Hughes +44 (0)7714 034749 or [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk)

## Prevent/Anti-radicalisation

The Pippa's Guardians Prevent/anti-radicalisation policy is available to be viewed on our website: [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk). If you or your parents would like to see a copy of the policy, please contact us. Pippa's Guardians staff are trained to identify and protect children who are at risk of radicalisation.

## Online Safety

Although we understand the internet can be a fantastic resource to connect with others, be creative and to discover new things it is also very important to us that you and your personal details remain safe online. We know that the internet can also be negatively used by some people to target and hurt others. If you are ever worried about the way someone is communicating with you online or about online abuse, there are steps you can take and lots of people that can help.

It is common to feel a mix of emotions if something happens online that makes you feel worried or uncomfortable. The situation might make you feel confused, angry, embarrassed, betrayed or guilty. You might start feeling these emotions when it happens, or much later on. There are no right or wrong ways to feel and remember you are never to blame.

### *What to do if you're worried about something online*

**Tell someone.** The most important thing to do is tell someone you trust what has happened. Speak to a parent, carer, teacher or other trusted adult. They will understand and be able to help you. Take a look at our tips for having a difficult conversation with an adult or [https://www.thinkuknow.co.uk/11\\_18/lets-talk-about/support/speaking-to-adult/](https://www.thinkuknow.co.uk/11_18/lets-talk-about/support/speaking-to-adult/)

**Report to CEOP.** If you are worried about online abuse or the way someone has been communicating online, report it to CEOP or <https://www.ceop.police.uk/ceop-reporting/> and they can support you.

**Contact a support service.** If you don't feel like you can speak to an adult you know and trust, there are plenty of support services or [https://www.thinkuknow.co.uk/11\\_18/lets-talk-about/support/support-services/that-offer-free-and-confidential-advice-like-childline-and-the-mix/](https://www.thinkuknow.co.uk/11_18/lets-talk-about/support/support-services/that-offer-free-and-confidential-advice-like-childline-and-the-mix/)

**Remember it's not your fault.** If someone has pressured, forced or tricked you into sharing naked photos or videos of yourself or anyone else or doing anything you didn't want to do, this is sexual abuse, and it's never your fault.

**Block the person who is contacting you.** If you are receiving hurtful messages from someone online, you can block or report or [https://www.thinkuknow.co.uk/11\\_18/lets-talk-about/online-safety/reporting-and-blocking/them-to-stop-them-contacting-you/](https://www.thinkuknow.co.uk/11_18/lets-talk-about/online-safety/reporting-and-blocking/them-to-stop-them-contacting-you/)

### *Taking care of your privacy and digital footprint*

Whenever you visit a website, share a photo or make a comment online, you leave a digital footprint that other people can see. Your digital footprint includes all the information you share or that's collected about you online, and there can be a lot of it. Lots of the information you share can be seen by other people. It can be used to target adverts at you, or it could be seen by a potential employer years later. Sometimes people can use the details you share to work out your identity.

Your footprint can be both good and bad. It could show things you're embarrassed about later or help people to see your skills or achievements you're proud of.

Please have a look at this website or <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/taking-care-your-digital-footprint/> as it has some really helpful information on protecting your privacy online and understanding your digital footprint.

A copy of the Pippa's Guardians E-Safety Policy is available to be viewed on our website: [www.pippasguardians.co.uk](http://www.pippasguardians.co.uk) If you or your parents would like to see a copy of our E-Safety Policy, please contact us. This policy is designed to help make you aware of the importance of online safety.



## Contacting us

Your Area Manager will have already given you his or her phone number and email address. You can contact us by phone, text, email or WhatsApp/WeChat. If you are under the age of 16, you must not use WhatsApp whilst in the EU as they have raised their age limit from 13 to 16 years. For countries outside the EU WhatsApp may continue to be used for those aged 13 years and over. If you are between the ages of 13 and 18 (or the relevant age in your jurisdiction where you are considered a minor), your parent or guardian must agree to these Terms (both for themselves and on your behalf) before you can use WeChat.

These are the details for Pippa's Guardians Head Office

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

Tel: +44 (0) 1684 252757  
(From the UK dial 01684 252757)

24/7 Duty Phone (calls only):  
+44 (0) 7721 372865  
(From the UK dial 07721 372865)

Email: [office@pippasguardians.co.uk](mailto:office@pippasguardians.co.uk)

## Area Manager Details

Email \_\_\_\_\_

Phone \_\_\_\_\_

Area Manager Name \_\_\_\_\_

Date \_\_\_\_\_