

How to provide the best homestay accommodation you can!

Welcome to this

Student Experience
session

30 November 2016

Diane Phillips



What do you want to know?

Write down a question
that you want to be
answered by the end of
this session.

Be specific!



Criteria:

4 W strengths = strength for accommodation

- C4 Recruitment procedures
- W9 Facilities and services ✓
- W10 First inspections ✓
- W11 Re-inspections ✓
- W12 Accommodation registers ✓
- W13 Confirmation of booking ✓
- W14 Student feedback and problems with accommodation ✓
- W15 Meals ✓
- W16 No more than four students
- W17 & C6 Information for hosts ✓
- W18 No more than two students per bedroom
- W19 Students with same language
- W20 English the language of the home
- W21 Adult to receive students on first arrival
- C7 Suitable arrangements for students aged under 18 ✓



Let's start with recruitment

C4

Recruitment procedures for all roles involving responsibility for or substantial access to under 18s will be in line with safer recruitment best practice and your safeguarding policy – including suitability checks.



What does this mean? Is it different for students over 18?

Duty of care

The overriding principle when making accommodation arrangements for all students is your:



Decisions should be based on risk assessments.

What's needed?

CVs and references/ recommendation –
for all potential hosts



DBS checks for hosts of Under 18s:

individual for all members of household (18+)
or
for hosts working at home if they answer Q. 66



How to find good hosts?

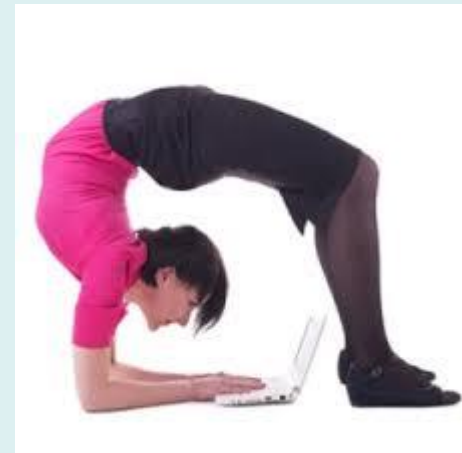
Ask for recommendations

Provide incentives

Be specific – e.g. in this area only?
for July only?

Be professional – it's a real job!

Be creative/ flexible



W9 Facilities and services: strength



Provision is suitable for the age/type of student

Bedroom – stylish décor, large bed, drawer and hanging space, study area and Wi-Fi

Bathroom – private/ ensuite

Laundry service

Realistic for all homes?



W10 Inspected for safety and suitability: strength



Very comprehensive check on home and the area:

Checklist including assessment of risks

Fire risk assessment – completed by host
(Do you have paying guests?)

Gas Safe certificates



W11 Re-inspected every two years: strength



- Repeat the first inspection documentation – Gas Safe certs every year
- Do more often than every two years
e.g. before a new student is placed; regular spot checks
- Have systematic ways of making sure information about hosts is up-to-date
- Follow-up on any feedback – negative or positive, and log



W12 Up-to-date registers: strength



- Comprehensive, up-to-date information on the home including e.g. whether they host for other organisations; take Airbnb guests?
- Student feedback added to host files (with grading system?)
- Easy way of identifying when visits are due
- All communication between host and school logged

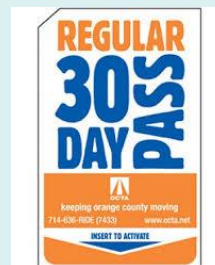


W13 Confirmation of booking: strength



Information personalised

- Profiles of hosts
- Photos of home and hosts
- Additional information about local area, maps
- Clear information about transport and costs to and from school/college (included in fee – e.g. pre-paid Oyster card, season ticket)
- Hosts make contact directly before arrival



W14 Early feedback: strength



Feedback:

- Individual
- Systematic/ set questions e.g. How many other students in the home? What did you have to eat this morning? What did you do last night?
- Recorded
- Follow up any problems immediately; record the action taken
- Collated and Summarised for individual hosts



W15 Meals: strength



- High standard e.g. with wine (for executives)
- Special diets catered for – vegan, halal, coeliac
- Healthy options specified by school/college – guidelines
- Restaurant/ pub meals included



W17 & C6 Hosts' information: strength



- Rules, terms and conditions, presented clearly and accessibly i.e. hosts know what they are contracted to provide
- Confirmed with every new booking
- Handbooks, guidelines, newsletters
- Hosts of Under 18s know what students can do (unsupervised) outside scheduled lessons and activities, and they make sure these rules are adhered to
- Evidence of regular review of this information (e.g. individual for every student)



W16, W18 –W21 Strengths not applicable, but must be MET

W16 No more than four students in homestay

W18 No more than two students per bedroom (except with written agreement in advance)

W19 Students with same language (except with written agreement in advance)

W20 English the language of the home

W21 Adult to receive students on first arrival

Don't let one 'not met' spoil your chances of an overall strength!



Was your question answered?

Any more questions?

dianephillipscambridge
@gmail.com

