



Inspection of Cambridge Guardian Angels

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Cambridge
CB24 3AD

Date of Visit: 11th December 2018

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Lead Inspector: Jackie Scotney

Supporting Inspector: Noel Toone

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The INSPECTION report falls into the following sections:

1. FINAL CONCLUSION
2. LEAD INSPECTOR'S REPORT on the agreed list of Minimum Standards
3. CONDITIONS and CONSIDERATIONS

Final Conclusion

Cambridge Guardian Angels is highly successful in meeting its aims to provide the highest standards of safeguarding to their students and fairness to their business partners and customers at all times. The service that is offered by this experienced and efficient guardianship organisation is first class. The safety of students placed in their care is central to all that the guardianship organisation does. The director is clearly dedicated to providing a quality service to the students in her care and has high expectations of her staff. They take time to get to know the students' individual needs and ensure that these are met. Communication on all levels is strong, with frequent contact being made with students, parents, homestays and schools. The importance of adhering to AEGIS expectations is understood and taken seriously, as a result the minor additions requested to some documents and procedures during the re-accreditation process have been promptly addressed. Once the revised documents have been sent to all relevant parties, and the condition for safeguarding training has been met, the lead inspector would have no hesitation in recommending Cambridge Guardian Angels for re-accreditation.

Standard 1: Statement of company aims, principles and practice: Met

Cambridge Guardian Angels aims to provide the highest standards of safeguarding to their students and fairness to their business partners and customers at all times. It is apparent that the guardianship organisation is highly successful in meeting these aims.

Standard 2: Management of the guardianship organisation: Met

Management of the guardianship organisation is strong. Office systems are well-organised, meaning that all necessary information is to hand and stored in an appropriate way. Staff have clear roles that are in line with their job descriptions. New staff receive a suitable induction that includes shadowing a more experienced member of staff to ensure consistency in the high standards of care provided. Safeguarding procedures are outlined clearly in the published child protection policy, and staff receive suitable training in this area according to their role. The induction process for homestays is equally thorough and includes in-depth meetings that cover safeguarding and other responsibilities. Homestays are provided with numerous guidance documents and are offered an online safeguarding training course should they have not already completed a suitable in-date course. Staff, homestays, parents and agents all have suitable contracts that have been written by legal experts. Comprehensive handbooks and associated documents are available to parents, students and homestays.

There were a small number of additions required to these in order to fully meet the recently revised AEGIS minimum standards, and these were promptly addressed. Information for homestays is provided via a handbook, associated documents and policies, as well as a comprehensive agreement. Parents and Students share a suitably informative handbook. There is not a separate school handbook; schools are provided with information about the guardianship organisation via a brochure and a copy of the AEGIS report. The director explained that often schools do not require any further information in the form of handbooks, but these are available should schools request them. This is in line with the findings of the supporting inspector, but is not considered to be a concern as the guardianship organisation would willingly share this information should schools ask and communication with staff in schools is strong. The child protection and complaints policies are available for download via the guardianship website.

The guardianship organisation understands the importance of having suitable insurance in place. Certificates checked for the business indicate that appropriate insurance is in place. Homestays are provided with advice about insurance and the guardianship organisation checks to see that that homestays have home, building and car insurance.

Records are efficiently stored in the guardianship organisation office. All files are well organised and up to date. Records include all of the required content outlined in standard 2.5. Records are stored securely; paper copies in cupboards with secure locks, and electronic files on a fully encrypted server, backed up on an equally secure cloud. Two senior members of staff have duplicate keys to the office in the event of an emergency.

Cambridge Guardian Angels operates a 24 hour 7 days a week contact line. This is published in the many documents made available for students, parents, staff and homestays. Students are provided with useful emergency cards that can be slotted into a wallet. This includes the 24 hour number for the guardianship organisation as well as other emergency numbers, such as for the police and for a taxi. Suitable consideration has been given to planning for emergency situations, such as how to deal with a pandemic. Likewise suitable plans are in place to enable a student to be provided accommodation in the event of an emergency, and records of an example of when this has happened were shared with the lead inspector.

Due consideration has been paid to information sharing and data protection. An appropriate policy is in place and available on the website. The guardianship organisation is registered with the Information Controller's Office. Suitable consent is sought for photographs. Clear reporting lines exist between all parties the guardianship organisation works with. Safer recruitment procedures are robust. There is a suitable procedure in place and records demonstrate that the necessary checks are undertaken prior to appointment, with the results recorded. These include detailed interview notes. A well-organised record of checks helps the guardianship organisation keep track of progress in the recruitment procedure. Appropriate financial arrangements are in place, with financial transitions being methodically recorded. Evidence seen during the visit supports the view that payments to staff and homestays are transacted promptly.

Standard 3: Pre-Arrival Support: Met

Students, parents and agents are provided with suitable support prior to arrival. A range of published information, often translated into families' first language help explain the role of the guardianship organisation and what to expect whilst studying in the UK. The student and parent handbook is written suitably for the audience, and is supported by several other documents, such as student safeguarding guidance which explains in suitable language the key messages from the child protection policy. All students and parents are provided with a homestay profile that includes photographs and information on the home and family. Often parents and students visit the UK prior to the start of term and Cambridge Guardian Angels meet with them and introduce them to homestays. Full details of the students initial meeting, including information on the driver who will be collecting them for the airport, and where they will be taken to, are provided to parents and students.

Standard 4 Student Induction: Met.

A representative from Cambridge Guardian Angels visits students shortly after their arrival at school, or for the case of a day student, to the homestay. The student handbook is explained and care is taken to ensure that any questions about the guardianship process or about school are answered. The arrangements for excursions are explained to boarding students. Staff are on hand to answer any questions and tailor services to whatever the student requires. As mentioned previously, students are provided with a useful emergency card. All students receive a survey monkey questionnaire on the first day of their stay with a homestay. This enables the guardianship organisation to respond to students needs swiftly should there be any requests.

Standard 5: Met

Cambridge Guardian Angels understand the importance of working with trusted providers for transport. Transport companies who provide services sign to say that their drivers have all had suitable safeguarding checks, including a DBS check. The guardianship organisation also provides drivers with a set of guidelines of their expectations. Care is taken, where possible, to provide students and their parents with the same driver. Permission is sought for transport, and full details of any transport arrangements are provided in advance to parents, schools and students. This is usually via email for parents and schools and via text message for students. Samples of correspondence seen prove suitable information is provided. Likewise drivers receive suitable information about the students they are to collect and are given strict instructions of where to take students to. Should older students make their own arrangements for travel these have to be authorised by the guardianship organisation and a record of the arrangements is maintained. The laws for seatbelts and car seats where necessary are understood by the guardianship organisation and followed.

Standard 6 Homestays: Met

The process for selecting homestays is rigorous. Interested parties complete an application form and are visited before becoming hosts. Safer recruitment checks are undertaken in line with AEGIS requirements and securely stored in individual files. A thorough interview process and assessment of the accommodation (which includes health and safety checks) is undertaken that covers all of the required AEGIS checks. The guardianship organisation records the results of these checks on an assessment form and keeps a note of annual revisits, along with any changes in the accommodation or family circumstances. The guardianship organisation is aware that AEGIS requirements now ask for a smoke alarm on each storey of a home. Families who have been hosting for some time who have at least one smoke alarm are being made aware of the alteration.

The guardianship organisation checks that Carbon Monoxide alarms are in place where necessary and that gas checks are undertaken on an annual basis. Homestay profiles are completed for each family hosting. These are informative and provide useful information for students and parents. Suitable

guidance is offered to homestays on what to provide for students, including meals and laundry services. Guidance is provided on e-safety. A suitable document named 'safeguarding day students; advice for hosts' offers valuable code of conduct advice for homestays. This was initially sent to homestay families hosting day students but it has been recognised that this would be a useful document to disseminate to all homestays. Homestays are visited annually and are provided with regular updates and opportunities for training, which the guardianship organisation pays for. Annual updates include information on safeguarding. Homestays are aware that the guardianship organisation may visit at any time given suitable notice, and of the need to cooperate with AEGIS as part of the re- accreditation process.

Standard 7: Student Folder: Met

Cambridge Guardian Angels maintain well-organised student folders which contain all of the necessary information to meet the AEGIS requirements. Evidence was seen as to how these were updated where necessary, for example when new passports have been issued. All files are stored confidentially in a secure, locked cupboard. Homestays and parents are provided with a suitable student care plan, which includes necessary information on the student to help ensure that appropriate levels of care are provided.

Standard 8 Safeguarding, child protection and welfare: Mostly met
Cambridge Guardian Angels takes its safeguarding responsibilities extremely seriously and these are at the centre of all that they do. The child protection policy is comprehensive and only required some minor tweaks to meet the most recent guidelines. The policy and procedures are reviewed at least annually and re-distributed to staff, parents and homestays. It is also available on the guardianship organisation website, meaning that schools have easy access if required. A document for students covers the key points of the safeguarding policy at an appropriate level. The guardianship organisation checks with staff and homestays to ensure that they understand the policy and procedures. Cambridge Guardian Angels has a Designated Safeguarding Lead (DSL) and a deputy who are clearly identified in the policy. Both have attended suitable training that is in date. A further member of senior staff has also completed trained to DSL level. The DSL safeguarding training included specific training on safer recruitment. Homestays receive regular safeguarding updates; for instance these are discussed during the annual visits.

As explained previously, the guardianship organisation offers all hosts the opportunity to complete an online NSPCC safeguarding course. The vast majority have suitable training already in place. The updated AEGIS requirements now ask for all hosts to have received safeguarding training to an appropriate basic awareness level (previously referred to as level1). The guardianship organisation is now going to ensure that any hosts who have not completed training take up the offer of the online course as soon as possible. A suitable whistleblowing policy is in place which now includes details for the NSPCC whistleblowing helpline. Anti-radicalisation is suitably covered in the child protection policy and detail has been added to the student safeguarding

advice sheet. Information on missing students is suitable, and the 24 hour helpline has been included.

The guardianship organisation was advised to add information on Children Missing from Education to the policy, which they have now done. There is a suitable student behaviour code in place; this now includes all of the areas required by the AEGIS standards. There is suitable bullying, cyber bullying and e-safety advice provided for students and homestays, including a booklet for students on what to do should they have any worries. The staff code of conduct is suitable and considers the key areas. Homestays receive appropriate guidance in the safeguarding advice for hosting day students document, which has now been re-published and made available to all hosts as the information is pertinent to all.

Standard 9: Complaints: Met

Cambridge Guardian Angels has appropriate complaints and grievance policies in place. These contain the relevant stages, including a third stage where complaints could be referred to AEGIS. Whilst there have been no formal complaints made, there is a system for recording these should they arise.

Standard 10: Day Pupils and Private Fostering: Met

Whilst the guardianship organisation cares for day students, these are all over the age of 16 and therefore private fostering arrangements do not apply. Suitable checks are taken on day students over the age of 16 who reside with homestays.

Standard 11: Liaison with partner schools: Met

Communication with schools is seen to be a considerable strength of the guardianship organisation. Care is taken to foster effective professional working relationships with key staff in schools and this facilitates good lines of communication. Schools are provided with brochures that include statements of service. In addition specific information detailing the level of the service that individual students are to receive is provided. The director takes time to meet with relevant school staff to explain the work of the guardianship organisation. A copy of the AEGIS report is provided to further explain the standards of care that students will receive. Examples have been seen of emails and meetings that deal with specific needs of a Cambridge Guardian Angels student. There is evidence that guardianship organisation staff know the students and school staff well and promptly address any needs. School staff are made aware in advance of any visits the guardianship organisation make to see the student or school. Transport and homestay arrangements are shared with schools in line with the AEGIS requirements. Representatives attend school events, such as concerts and parents evenings, and are well-known by the schools in which they place students in.

Re-accreditation as a full member of AEGIS will be granted by the AEGIS Board of Trustees on completion of all conditions by the given dates. Failure to comply will result in current AEGIS membership being rescinded.

The next inspection will be due in December 2022

Cambridge Guardian Angels may use any statements from this report in marketing or publicity materials, but such statements must be placed in context, stated in full and include reference to the AEGIS re-accreditation inspection report December 2018.

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