

## **Preliminary Re-Accreditation of:**

YES Guardians Ltd

**Address:** 90 Meadoway. Bishops Cleeve. Cheltenham.  
Gloucestershire. GL528NB.

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## **Main contact at Guardianship Organisation:**

Hayley Harris

**Date:** 09.03.23

The preliminary inspection report falls into the following sections:

1. Review of the essential documents
2. Comments from the Head of Inspections
3. Conclusion



## The Requirements

### *Statement of aims, principles and practice- Standard 1*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have a suitable statement of aims, principles and practice.	Met

### *Safeguarding and Child Protection Policy – Standard 7.1 and Appendix 4*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have a suitable safeguarding & child protection policy which relates to all relevant points contained in the latest version(s) of government guidance. It should include all of the minimum content for a Safeguarding Policy that is listed in Appendix 4 of the <i>AEGIS Quality Standards</i> .	Met

### *Safeguarding Training Record- Standard 7.3*

Requirement	Met/Partially met/ Not met
The DSL (and any deputy DSL) must attend suitable training for their role as approved or provided by the Local Safeguarding Partnership (LSP), AEGIS or the NSPCC. Online DSL courses are not acceptable. This training must be renewed every two years. A formal record should be kept of all safeguarding training.	Met
All members of staff, volunteers and homestays should receive appropriate introduction to safeguarding training (previously referred to as level 1), which needs to be renewed every three years. A formal record should be kept of all safeguarding training.	Met

### *Safer Recruitment Policy – Standard 2.8*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have a safer recruitment policy that outlines their recruitment procedures.	Met

#### Whistleblowing Policy – Standard 7.4

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce a suitable policy to cover the aspects of whistleblowing within their organisation. Whistleblowing procedures protect staff members who report colleagues they believe are doing something wrong or illegal, or who are neglecting their duties. The policy must show how this is managed by the guardianship organisation. The policy should include details of how to contact the NSPCC whistleblowing helpline and for Protect.	Met

#### Information Sharing and Data Protection – Standard 2.7

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have a suitable data protection policy and privacy notice, in line with ICO requirements.	Met

#### Missing Student Policy – (Standard 7.7)

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce a suitable policy to cover the steps to be followed by members of staff and homestays in the event that a student goes missing. The policy must include a 24-hour contact number for students, staff, volunteers, homestays and schools to report any missing students to the guardianship organisation. The guardianship organisation should also take account of the guidance in <i>Children Missing from Education</i> , where relevant.	Met

#### Bullying including Cyberbullying & E-Safety Guidelines – Standard 7.9

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce suitable guidelines for students to help them understand how to deal with any bullying issues they or their friends may be facing, these should also be made available to homestays.	Met
The guardianship organisation is required to produce guidelines for students and homestays concerning safe use of the internet.	Met

The guardianship organisation is required to provide Homestays and staff with information on how to help them to support a student who may be dealing with the effects of bullying behaviour, or online abuse.	Met
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#### Student Behaviour – Standard 7.8

Requirement	Met/Partially met/ Not met
<p>The guardianship organisation is required to produce suitable guidelines to cover the positive behaviour it expects from students and to provide guidance in key areas of their expectations. These should be tailored to the age of the students. The guidance should be written for the benefit of students, parents, agents (where appropriate) and homestays and refer to the expectations in the following key areas (where appropriate for the age of the child):</p> <p>Behaviour and conduct when staying with a homestay, curfew arrangements, use of the kitchen area, use of the bathroom, use of the Wi-Fi / access to the home computer, laws regarding the consumption of alcohol, laws regarding the use of drugs and illegal substances, laws regarding smoking, laws regarding sexual activity, laws regarding tattoos and body piercings and arrangements when students wish to stay away from the homestay.</p>	Met

#### Anti- Radicalisation - Prevent Duty Policy – Standard 7.6

Requirement	Met/Partially met/ Not met
<p>The guardianship organisation is required to produce a suitable policy to cover the aspects of anti-radicalisation which must relate to all relevant points contained in the latest version of the government guidance: <i>The Prevent Duty: for schools and childcare providers and Prevent Duty Guidance</i>. The anti-radicalisation policy must be reviewed regularly and at least annually and then updated as necessary. The policy must include a 24-hour contact number for students, staff, volunteers, homestays and schools to report any radicalisation concerns.</p>	Met

### Complaints Policy – Standard 8

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce and follow a suitable policy on recording and responding to complaints within a timely manner. The policy should cover an informal and a formal resolution stage and then a further stage for referring the matter to AEGIS if the complaint cannot be resolved by the guardianship organisation.	Met

### Welfare Health and Safety Policy – Standard 6.10.1

Requirement	Met/Partially met/ Not met/ Non-applicable
Where a guardianship organisation employs more than five people, it is required to produce a policy outlining their arrangement for dealing with the matters of health and safety as explained in standard 6.10.1 of the <i>AEGIS Quality Standards</i> .	Met

### Emergency Procedure – Standard 2.6

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have an emergency plan in place to show how they would deal with any reasonably foreseeable emergency situations e.g. health pandemic, missing student, death of a student etc.	Met

### Staff and Homestay Code of Conduct – Standards 2.1.6 and 6.8.2 and Appendix 6

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide clear job descriptions to all staff, volunteers, local coordinators (if any) and homestays clearly stating their responsibilities and reporting line. These job descriptions should also include reference to their safeguarding responsibilities and the contact details for the DSL.	Met

### Statement on Private Fostering where appropriate – Standard 9

Requirement	Met/Partially met/ Not met/ Non-applicable
Guardianship organisations are required to produce a statement on private fostering (where appropriate) explaining how they will	Met

meet the requirements outlined in Standard 10 of the <i>AEGIS Quality Standards</i> .	
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*Company Organisation Diagram - if applicable – Standard 2.1.1*

Requirement	Met/Partially met/ Not met/ Non applicable
The guardianship organisation is required to identify all those involved with the guardianship organisation and their particular roles.	n/a

*Staff Contracts – Standard 2.2.1*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide all paid staff with a contract of employment.	Met

*Parent / Agent Contracts- Standards 2.2.2 and 2.2.4*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide all parents / agents with a clear contract.	Met
The guardianship organisation is required to provide any educational agents that they work with either in the UK or overseas with a clear contract.	n/a

*Homestay Contracts –standard 2.2.3*

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide each homestay with a clear contract.	Met

### Checklists for Homestays and accommodation – Standard 6

Comments on Checklists
Checklists are thorough and cover all elements covered in Standard 6.

### Copies of brochures and website

Comments on brochures and website
The website is bright and engaging, and includes a video from the Director’s daughter talking about hosting and how her parents help students. The handbooks are comprehensive and informative.

### Student Handbook – (Appendix 1)

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce a suitable handbook for students, which should be written in an age-appropriate style. It should include the minimum details listed in Appendix 1 of the <i>AEGIS Quality Standards</i> .	Met

### Parent Handbook – (Appendix 2)

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce a suitable handbook for parents and agents (where appropriate). It should include the minimum details listed in Appendix 2 of the <i>AEGIS Quality Standards</i> .	Met

### Homestay Handbook – (Appendix 3)

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to produce a suitable handbook for Homestays. It should include the minimum details listed in Appendix 3 of the <i>AEGIS Quality Standards</i> .	Met

### Example of a School Statement of Service- standard 10.3

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide schools with a statement of service, showing which students they are responsible for and what services each student's parents have requested they provide.	Met

### Insurance Documents - Standard 2.4

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to have up-to-date professional indemnity and public liability insurance in place sufficient to cover the scope of the guardianship organisation's business, and employer's liability insurance where applicable.	Met

### ICO certificate- Standard 2.7

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to be registered with the Information Commissioner's Office (ICO) and to appoint a data controller.	Met

### Job Descriptions- Standard 2.1.3

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide clear job descriptions to all staff, volunteers, local coordinators (if any) and homestays clearly stating their responsibilities and reporting line. These job descriptions should also include reference to their safeguarding responsibilities.	Met

### Disclosure Checks – Standard 2.8.5

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to provide evidence that all staff, volunteers and homestays have been issued with a relevant DBS certificate (PVG or disclosure check in Scotland) prior to employment or hosting.	Met



### Safer Recruitment Checks – Standard 2.8.2

Requirement	Met/Partially met/ Not met
The guardianship organisation is required to demonstrate that they have complied with safer recruitment guidance (as detailed in the most recent version of <i>Keeping Children Safe in Education</i> ) when appointing new staff, volunteers and homestays.	Met

### Comment from Lead Inspector

It was a pleasure to conduct this inspection for YES Guardians Ltd. The wife and husband team have a lovely ethos and demonstrate such care and attention to the students they support. They were organised with the paperwork and prompt to supply anything that was missing or to discuss any information and requirements. They have shown a desire to give the best service possible and communication on all levels is strong, with frequent contact being made with students, parents, homestays and schools.

The services provided vary depending on the package – Silver package which includes student care and welfare, homestay, transport and 24-hour support and Gold package which also includes academic monitoring. However, they also provide ‘little touches’ of bespoke care regardless of the package taking time to get to know the students personally to learn of their needs and ensure these are met, for example hosting each student for their first stay so they really get to know them, supporting homesickness and even providing hampers of home foods. The Directors have considerable experience in hospitals and are well placed to provide support to students on mental health and safeguarding. They have good relationships with the Local Authority and Social Services. The company take recruitment seriously and have robust systems for safer recruitment, when employing staff and homestay families. A single central record is held for safer recruitment checks. Many of these homestay families are sourced through friends and professional contacts in local hospital, police and security services. Hence, they are very experienced in dealing with children and are often trained to a higher level in safeguarding.

It would be a pleasure to confirm their Re-Accreditation as AEGIS Preliminary members.

Ceri Thomson, Lead Inspector

### Conclusion

YES Guardians Ltd meets the required standards to achieve AEGIS preliminary re-accreditation.