

Thames Hightech Ltd

Homestay Handbook 2025/26

For approved homestays hosting students under the care of Thames Hightech Ltd

Organisation	Thames Hightech Ltd
Main contact / DSL / Prevent Lead	Yuhong Li 07538826068 Andrew.li@thameshightech.com
Operating area	Greater London

Dear Homestay,

Thank you for working with Thames Hightech Ltd. This handbook explains the standards, expectations and practical arrangements that apply when you host a student through our organisation. It should be read together with your Homestay Contract, Safeguarding and Child Protection Policy, Staff and Homestay Code of Conduct, Online Safety Policy, Missing Student Procedure and other related policies.

Our aim is to provide students with a safe, welcoming and well-managed home environment. Homestays play a vital role in a student's welfare, daily supervision, cultural adjustment and overall experience in the UK.

Key Contact Details

Purpose	Contact	Details
General enquiries	Thames Hightech Ltd	07538826068 Andrew.li@thameshightech.com
24-hour emergencies	Yuhong Li	07538826068
Safeguarding concerns / DSL	Yuhong Li	07538826068 Andrew.li@thameshightech.com
Prevent / anti-radicalisation	Yuhong Li	07538826068 Andrew.li@thameshightech.com
Hammersmith & Fulham Children's Services / MASH	Local authority contact	020 8753 6600
LADO	Local Authority Designated Officer	LADO@lbhf.gov.uk

1. Purpose of this handbook

- This handbook sets out the minimum standards expected of all homestays working with Thames Hightech Ltd.
- It explains how placements are arranged, what support the organisation provides, what homestays must do, and how safeguarding, supervision, communication and emergencies are handled.

2. The role of Thames Hightech Ltd

- We recruit, screen and approve homestays using safer recruitment and accommodation suitability procedures.
- We provide policies, induction information, safeguarding expectations, annual updates and a 24-hour emergency contact.
- We gather the student information needed for safe placement, including medical, dietary, behavioural and travel information on a need-to-know basis.
- We liaise with parents, students, schools and transport providers to coordinate approved arrangements.
- We maintain records, monitor placements, respond to concerns, and make referrals to statutory agencies where required.

3. Your role as a homestay

- To provide a safe, caring and respectful family environment.
- To act in loco parentis during the student's stay and provide day-to-day supervision appropriate to the student's age, maturity and agreed permissions.
- To follow all Thames Hightech Ltd policies and immediately raise any safeguarding, welfare, medical, behavioural or missing-student concerns.
- To provide accurate information about your household, accommodation, pets, smoking, significant visitors and any changes in circumstances.
- To attend required safeguarding and related training and cooperate with annual reviews and accommodation checks.

4. Safeguarding expectations

- All homestays must read and follow the Safeguarding and Child Protection Policy and know how to report a concern.
- If a student makes a disclosure, listen calmly, do not promise confidentiality, do not investigate, make a factual note, and report the matter to the DSL immediately.
- If there is an immediate risk of harm, call 999 first and then contact the DSL.
- Low-level concerns, online safety concerns, child-on-child abuse, missing student concerns and Prevent concerns must all be reported promptly.
- No physical punishment is ever permitted.

5. Professional boundaries and appropriate conduct

- Students must be treated with kindness, dignity and respect at all times.
- Do not use physical affection to comfort a distressed student; offer calm verbal reassurance and contact the organisation for support.
- Do not share a bed with a student, permit inappropriate physical contact, or allow sexualised or intimidating language.
- Do not take or share photos of students unless specifically authorised for a legitimate purpose.
- Do not consume alcohol with students, supply alcohol, cigarettes/vapes or prohibited substances, or tolerate illegal behaviour.
- Any sanctions or significant consequences should be discussed with Thames Hightech Ltd and, where appropriate, with parents before being implemented.

6. Accommodation standards

- Bedrooms and study/living areas must be clean, safe, well maintained, heated, ventilated and appropriately furnished.
- Students must have suitable storage, access to a bathroom, reasonable privacy and a comfortable place to sleep and study.
- A student must never be asked to share a double bed.

- Parents must be informed in advance of any bedroom-sharing arrangement and consent must be obtained where relevant.
- Please inform us of smoking, pets, regular visitors, significant religious practices relevant to daily life, and anything else that may affect placement suitability.
- Homestays should not operate as a bed and breakfast or host other paying guests while hosting Thames Hightech Ltd students.

7. Supervision and permissions

- Students' supervision arrangements depend on age, maturity and the permissions held on file.
- Students under 16 must not go out alone unless a specific written permission arrangement is in place.
- Students aged 16+ may only go out alone if agreed in advance and subject to clear destination, timing and communication expectations.
- Students aged 16 and under must not be left home alone overnight.
- If a student is delayed, missing or out of contact, follow the Missing Student Procedure immediately.

8. Curfews and bedtime guidance

- Suggested curfew times: age 12 and under by 5:00 pm; age 13 to 15 by 6:00 pm; age 16 to 18 by 8:00 pm, unless a different arrangement has been approved.
- Suggested bedtimes: age 12 and under by 9:00 pm; age 13 to 15 by 9:30 pm; age 16 to 18 by 10:00 pm, unless otherwise agreed.
- Students who go out must carry a charged phone, keep it switched on and tell the homestay where they are going and when they expect to return.

9. Meals, snacks and laundry

- Homestays should provide full-board accommodation unless a different arrangement has been agreed in writing.
- Meals should be sufficient, appropriate and take account of medical, cultural or religious dietary needs.
- Students should have access to drinks and reasonable snacks.
- Suitable laundry arrangements should be provided for students staying more than one night.

10. Transport and travel

- If you transport a student, your vehicle must be roadworthy and appropriately insured, taxed and MOT compliant where required.
- Seat belts and child-seat requirements must be followed.
- Students must only travel with approved drivers or adults whose details have been confirmed in advance.
- If there is any last-minute change to travel arrangements, contact Thames Hightech Ltd immediately.

11. Health, medication and emergencies

- Please tell us immediately if a student is unwell, injured, emotionally distressed or requires urgent medical support.
- Prescription medicines, alcohol, cleaning products and other hazardous items must be stored safely.
- A first aid kit should be available in the home.
- Fire safety arrangements, smoke alarms and carbon monoxide alarms must be maintained, and students must be shown what to do in an emergency.
- In a life-threatening emergency call 999 first, then inform Thames Hightech Ltd.

12. Online safety

- Students should normally use their own devices rather than family devices.
- Wi-Fi access should be managed responsibly. Reasonable filtering, parental controls or bedtime shut-off arrangements may be used where appropriate.
- Report online grooming, harmful messages, sexualised online behaviour, exposure to extremist content or any serious online safety concern to the DSL.

13. Homesickness and emotional support

- It is normal for students to feel homesick, anxious or unsettled, especially at the start of a placement.
- Offer a calm, welcoming routine, include the student in family life and encourage healthy sleep, meals and conversation.
- If you are concerned about a student's mood, withdrawal, distress or mental health, tell Thames Hightech Ltd promptly so appropriate support can be arranged.

14. Private fostering

- If a student under 16 (or under 18 if disabled) is placed with a homestay for 28 days or more and the arrangement meets the legal threshold for private fostering, Thames Hightech Ltd will liaise with the relevant local authority and school.
- Homestays must cooperate fully with any local authority private fostering requirements.

15. Changes in circumstances

- You must tell Thames Hightech Ltd promptly about any material change that could affect placement suitability or student safety.
- This includes changes in household members, regular visitors, pets, smoking arrangements, building works, criminal investigations, allegations, health issues that affect care, significant travel, or changes to accommodation.

16. Payments and expenses

- Homestay fees and agreed expenses will be handled in line with the Homestay Contract and any written arrangements in place.
- Any additional agreed expenses should be evidenced with receipts where possible and submitted promptly.

17. Annual review and compliance

- Homestays are expected to cooperate with annual accommodation checks, document updates, safeguarding refreshers and any reasonable quality assurance process.
- Failure to meet safeguarding or accommodation standards may result in suspension or termination of approval.

18. Further reading

- Please read this handbook alongside the following documents: Homestay Contract; Safeguarding and Child Protection Policy; Staff and Homestay Code of Conduct; Safer Recruitment Policy; Missing Student Procedure; Online Safety Policy; Complaints Policy; Welfare, Health and Safety Statement; Anti-Bullying Policy; Anti-Radicalisation / Prevent Policy.

Homestay quick checklist

Check	Completed
-------	-----------

Read this handbook and the linked policies	<input type="checkbox"/>
Confirmed emergency contact numbers are accessible	<input type="checkbox"/>
Completed safeguarding training / annual update	<input type="checkbox"/>
Provided all required household and compliance documents	<input type="checkbox"/>
Understood reporting process for safeguarding and missing student concerns	<input type="checkbox"/>
Understood supervision, permissions and transport expectations	<input type="checkbox"/>

Registered address: Hurlingham Studio, Ranelagh Gardens, London SW6 3PA