



Nest Guardians

Statement of Aims Principles and Practice

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About Nest Guardians

Nest Guardians is an educational guardianship organisation for international students studying at schools in the UK. While a student's parents are overseas, we act in loco parentis: we look after the student's welfare, arrange safe homestay accommodation and travel, stay in close contact with their school, and keep parents informed. Students, parents, schools and agents can reach us at any time through our 24-hour emergency line.

This statement explains what we are trying to achieve, the principles that guide us, and what families and schools can expect from us in practice. It is published on our website so that anyone considering our service has an accurate picture of what we offer.

Our Aims

- To keep every student in our care safe, well and happy, and to put their welfare first in every decision we make.
- To give parents confidence that their child has a responsible, caring adult in the UK who knows them, checks on them regularly and acts quickly when something goes wrong.
- To provide safe, welcoming and carefully checked homestays where students are treated as part of the family.
- To help each student settle into life in the UK, make the most of their education and grow in independence and confidence.
- To work in close partnership with parents, schools, agents and homestays, so that everyone involved in a student's care shares the right information at the right time.
- To meet the AEGIS quality standards and current UK safeguarding and child protection requirements, and to keep improving the service we provide.

Our Principles

- **The student comes first.** The safety, welfare, dignity and best interests of the student are our first consideration.
- **Every student is listened to.** Students are encouraged to share their views and worries, and we take what they tell us seriously. We respect each student's culture, religion, language and individual needs.
- **Safeguarding is everyone's responsibility.** Our staff, homestays and the people we work with are trained to recognise and report concerns, and to act promptly.
- **Safer recruitment.** Everyone who works with our students, or hosts them, is carefully checked before they start and rechecked at regular intervals.
- **Honesty and openness.** Our publicity, fees and information describe the service we actually provide. We tell parents and schools promptly about anything that affects their child or student.

- **Professional standards.** Staff and homestays follow clear codes of conduct and keep appropriate boundaries with students.
- **Confidentiality.** Personal information is handled carefully and shared only when it is needed to look after a student or required by law.

Our Practice

Getting to know each student

Before a student arrives we gather the information we need from parents and agents, including medical needs, permissions and emergency contacts, and confirm our service in writing to the school. Each student receives an induction when they join us, including a walk-through of the Student Handbook, so they know how we will look after them and how to contact us at any time.

Welfare and pastoral care

- We check in with each student at least monthly and follow up promptly whenever a concern is raised.
- We give parents a welfare update at least monthly, and straight away after any significant welfare, medical, school, travel or safety issue.
- We support students' mental health and emotional wellbeing, involving parents, the school and health professionals where needed.
- We liaise with each student's school at least once a term, and can attend parents' evenings or school meetings where agreed.
- We look after students when they are ill, when school closes unexpectedly or when plans change.

Homestays

- Students stay with carefully selected host families, either recruited directly by us or through homestay providers we work with. Every homestay is visited and checked in person by Nest Guardians before a student is placed there.
- Hosts and household members aged 16 and over complete enhanced DBS checks, and hosts complete our induction and safeguarding training and agree to our Homestay Code of Conduct.
- Every homestay is revisited at least once a year, and students are encouraged to tell us how their stay is going.
- We arrange homestays for exeats, half terms and other times when a student cannot stay at school.

Travel

We arrange and coordinate agreed journeys, including airport transfers and travel between school and homestay, using professional drivers, transport firms, Nest Guardians staff or the school. Homestays do not drive our students.

Safeguarding

Nest Guardians has a Designated Safeguarding Lead (DSL) and a Deputy DSL. Our staff receive safeguarding and Prevent training, and our homestays receive safeguarding training, with regular updates. All concerns are recorded and acted on, and where necessary are referred to the local safeguarding partnership, the police or other appropriate agencies. Our Safeguarding and Child Protection Policy is available on our website.

24-hour emergency support

In an emergency, phone our 24-hour line on +44 20 4652 7339. It is available 24 hours a day, every day of the year. Students, parents, schools and homestays should always phone, rather than email, so that we can respond immediately. General enquiries can be sent to info@nestgrd.com.

Information and data protection

We keep accurate and secure records of each student's care. Cambridge Mentors LTD (company number 13721727), which trades as Nest Guardians, is the data controller for personal information we hold. Our Privacy Notice explains how we use and protect personal data and is available on our website.

Complaints

We welcome feedback and take every complaint seriously. Our Complaints Policy explains how to raise a concern with us and how we will respond. If a complaint cannot be resolved with us, it can be referred to AEGIS, the Association for the Education and Guardianship of International Students.

What We Do Not Currently Offer

So that families and schools have realistic expectations, please note that Nest Guardians does not currently provide boarding-style or multiple-student accommodation, place more than three students in any one homestay, place students in Scotland, or arrange placements that would amount to private fostering. Homestays do not provide transport for our students. If any of this changes, we will update this statement and tell the families and schools we work with.

Review

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