



CARE OF 12 YEARS AND UNDER POLICY

The purpose of our policy is:

- To ensure that the particular needs of young people aged 12 years and under are met appropriately and safely

Pre-Arrival, we will –

- Establish a clear understanding from the Customer of their expectations for this age group, particularly in the context of a mixed age group ranging from 10 – 17 years
- Agree the protocol for the movement of young people aged 12 and under between Homestay Hosts and school / activities
- Ensure that Homestays accepting young people in this age group confirm that an adult will always be present when the young person is expected home
- Arrange Homestays for young people aged 12 and under in close proximity to each other or in the same area of the town wherever possible

At Arrival, we will –

- Ensure the safe transfer of young people aged 12 years and under from the care of the Group Leader or named adult to the care of the Homestay Hosts

During Visit, we will –

- Establish with the Customer, Agent and/or Group Leaders a clear understanding of who has responsibility for the young people at all times while in resort and ensuring this is communicated to all concerned
- Ensure that no young person aged 12 or under is unattended at any time while taking part in the course; that they are taken to school / activity by a member of the Homestay and are met by / handed over to an appropriate adult, and that they are safely returned to the Homestay by a Group Leader or appropriate adult at the end of the day's activities

At Departure, we will –

- Ensure the safe transfer of under 12s from the care of the Homestay Hosts to the care of the Group Leader or named adult

HS&VB upholds confidentiality at all times by:

- Storing confidential information in a locked filing system at the company registered office
- Sharing information about children, young people, staff, volunteers and families on a clearly identified and agreed need to know basis