

**Preliminary Accreditation of: Total Care
Education (London) Ltd.**

Address: 35 Culverley Road, Catford, London, SE6
2LD

Main contact at Guardianship Organisation:
Maria Pink

Date: 20th October 2021

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 8.1 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 8

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 8.4

Requirement	Met/Partially met/ Not met
<p>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.</p> <p>The policy should include details of how to contact the NSPCC whistleblowing helpline and for Protect.</p>	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 8.7)

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	Met

organisation should also take account of the guidance in <i>Children Missing from Education</i> , where relevant.	
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Bullying including Cyberbullying & E-Safety Guidelines – Standard 8.9

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

Student Behaviour – Standard 8.8

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 8.6

Requirement	Met/Partially met/ Not met
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.	Met

Complaints Policy – Standard 9

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 2.1.5 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 10

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 meet the requirements outlined in Standard 10 of the <i>AEGIS Quality Standards</i> .	Met

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.	Non-applicable

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.	Non-applicable

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.	Non-applicable
The guardianship organisation is required to provide any educational agents that they work with either in the UK or overseas with a clear contract.	Met

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
An AEGIS template checklist has been used, meeting requirements.

Copies of brochures and website

Comments on brochures and website
No brochures were submitted. The website is clear and informative. It is easy to navigate and all policies and handbooks are available via the homepage and easily found.

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 11.3

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 2.1.2

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 Head of Inspections

Total Care Education (London) Ltd. aims to ensure the safety and well-being of students, as well as providing maximum support to help in reaching their academic goals. The experienced Director has been working as a guardian for many years and recently formalised her role by creating Total Care Education (London) Ltd. in 2020. The name reflects the aims of the business; to provide holistic care for students whilst they study in the UK. Total Care Education (London) Ltd. is a guardianship agency who solely works with one agency that is based in China (Euroasia Educational Services Ltd). They have a close working relationship and some services that a guardian typically undertakes are shared with the agency. For example, because parents often speak no English, the agents act as the contact between the guardian and the parents. The Director explained that this works well, as information is shared promptly, and communication channels are manned 24/7. Currently there are eight students who are being cared for, although numbers were greater prior to the pandemic.

Whilst the agent organises the school placements and travel to the UK, Total Care Education (London) Ltd. has some input into helping prepare parents and their children for what life will be like in the UK before they arrive. Arrival procedures from the airport to homestays are well organised by the guardianship organisation, for example, where there are several students arriving at the same time, a coach may be hired, and an escort provided. The students then attend a reception (possibly at their school), before being taken to meet their homestays. Total Care Education (London) Ltd. carefully arranges appropriate homestay accommodation, taking time to select families they feel the students will be best suited. Currently all students attend day schools. Agency representatives are based in the schools where students are placed; this helps foster close relationships with school staff and provides frequent opportunity for students to communicate with the organisation. The Director of Total Care Education (London) Ltd. explained that whilst the agency reps attended meetings such as parents' evenings, she knows the heads of the schools well. Any academic update that requires intervention or support from the homestay are communicated as required. Where students are under 16, private fostering arrangements are adhered to, with the Director explaining her close links with staff in the local private fostering team. The Director acts as Designated Safeguarding Lead and has attended the necessary training for this role. Homestays have also completed training at an appropriate level. Safer recruitment is taken seriously and undertaken with suitable rigour, and successful candidates are provided with induction information to fully prepare them for their role. Thorough checks on homestays and

accommodation are undertaken and regular contact is maintained, with the Director explaining how families are often visited just for a cup of coffee and a chat. This helps the Director to get to know the families well and gain an oversight of the wellbeing of the students in her care.

Total Care Education (London) Ltd. describes itself as a “unique and boutique guardianship organisation”. It is clear from speaking to the Director that although some of the responsibilities an AEGIS guardian would usually undertake are shared with the agency they closely work with, the procedures work due to the unique partnership between these two businesses. The Director demonstrates a secure understanding of the AEGIS requirements and the value that adhering to the Quality Standards adds to her business practice. Any requests for additional information or amendments to be made to documentation during the accreditation process were addressed promptly. As such Total Care Education (London) Ltd. is welcomed as a Preliminary Accredited member of AEGIS.

Conclusion

Total Care Education (London) Ltd. meets the required standards to achieve AEGIS preliminary accreditation.