



Statement of Commitment

Hello!Exmouth is committed to the safety and wellbeing of all junior students.

We are lucky enough to welcome thousands of juniors from all over the world to our town each year and we want to be clear to all our customers about the level of supervision we offer students whilst they are in our care.

In the homestay

All Hello!Exmouth students stay with homestay providers.

In order to be able to accept a Hello!Exmouth student, homestay providers must:

- have conducted a fire risk assessment for their home and communicate any things to consider to their student on arrival
- have a valid/current gas safety certificate
- have 2 references from employment/personal contacts
- the main care provider must have a current DBS (background and police) check on themselves/ their home of residence and family members over 18 must have a signed Declaration of Suitability/ have a DBS check if the main care provider check does not cover their residence

Prior to arrival, all allergies and dietary requirements are communicated to the host, so they are prepared for the student's arrival. Homestay providers must never leave their students alone in the house for long periods of time

Hello!Exmouth is available 24 hours a day by emergency phone to support homestay providers whilst they host our students.

In the school

- Hello!Exmouth is insured with employers + public liability insurance.
- There is always one basic first aider on site and a doctor's 3 minutes from the school.
- All our staff are DBS checked and trained to at least level 1 of safeguarding
- All students are welcomed on their first morning with a talk about road safety and keeping safe in the town.
- Our fire alarm system is regularly checked and maintained.
- A general risk assessment of the school building has been carried out and has been made aware to all staff.
- During lessons, students will be supervised at all times, unless in an emergency. During an



Hello! Exmouth

8 Rolle Street Exmouth Devon EX8 1HE office@helloexmouth.co.uk www.helloexmouth.co.uk
+44 (0) 1395 223 942 (8.30am-4.30pm) +44 (0) 7980 833 772 (24 hour emergencies)





emergency, the teacher will go to the office to ask for a member of the office staff to sit with the class whilst the teacher deals with the emergency. It is our policy that no class is left unattended for more than 5 minutes.

On activities

- All our activities have been risk assessed by an experienced member of staff before we send students on the trip.
- All activities leaders have to read and sign the risk assessment on each activity before they lead a group of students.
- We ensure that all activities are run with a minimum of 1:15 adult to child ratio. This is in line with current British Council recommendations.

** Please note: The 1998 DfEE publication Health and Safety of Pupils on Educational Visits advises the following: 1:6 (under 8s), 1:10-15 (8-10s), 1:15-20 (11+).*

- All our providers (such as coach companies, taxi companies) have been checked to ensure they have the relevant insurance and their staff have up to date DBS checks.
- During some activities, such as shopping in Exeter, students will be allowed to be unsupervised as long as they follow the following guidelines:
 - The group leader/our activity leader must have a list of every student's mobile phone number
 - Every student must have the activity leader/ their group leader's phone number and the emergency phone number
 - Students must stay in groups of 2 or more
 - There will be a clear meeting point and time

Curfews and free time

Students will be allowed some free time without any supervision during their stay with Hello!Exmouth. These times are clearly set out below:

- during the morning walk/bus ride to school - usually between the hours of 8:30 and 9:00 (approx 30 minutes)
- during break times between lessons (30 minutes)
- during lunch time between lessons and activities (approximately 60 minutes)
- during the afternoon walk home after lessons/activities - usually between the hours of 17:00 and



Hello! Exmouth

8 Rolle Street Exmouth Devon EX8 1HE office@helloexmouth.co.uk www.helloexmouth.co.uk
+44 (0) 1395 223 942 (8.30am-4.30pm) +44 (0) 7980 833 772 (24 hour emergencies)



Hello!

EXMOUTH

18:00 (approx 30 minutes)

- free evenings when there are no activities put on by the school - usually between the hours of 19:00 and their curfew time as stated below
- during evenings when there are activities put on by the school - usually on the walk down to the town (approx 30 minutes) and the journey home after the activity finishes at 21:30 (approx 30 minutes)

In summer, Hello!Exmouth has a strict curfew policy of 22:00 for all students from 14+
For students 13 and under, the curfew is 21:00.

In low season, the group's teachers/leaders can dictate whether a curfew to go back out after dinner is allowed and to what time (maximum 22:00).



Hello! Exmouth

8 Rolle Street Exmouth Devon EX8 1HE office@helloexmouth.co.uk www.helloexmouth.co.uk
+44 (0) 1395 223 942 (8.30am-4.30pm) +44 (0) 7980 833 772 (24 hour emergencies)

