

Homestay provider Information Leaflet



Registered Office:
Westbourne Academy
New City College
Tower Hamlets Campus
Poplar High Street
London E14 OAF

Accredited by the
BRITISH COUNCIL
for the teaching
of English in the UK

WA WESTBOURNE
ACADEMY
BOURNEMOUTH

NEW CITY COLLEGE

IEA
International Education Association
BOURNEMOUTH · CHRISTCHURCH · POOLE



Why become a homestay?

Many families become homestay providers for international students not only for financial benefit, but also to widen their knowledge and cultural awareness, and the whole experience can often turn into a lifelong friendship.

Students choose homestay provider accommodation because it is an important part of the experience. It gives them the opportunity to practise their English and benefit from an English home atmosphere. Although not every student's experience is the same, it is essential that each student feels part of the home.

As a homestay provider it is really important to give the student a friendly welcome and remember that for many students this may be their first time away from home. International students will have varied backgrounds and their experience of home life can be very different, so it is imperative that homestay providers anticipate that there could be a few problems in the beginning until the student adjusts.

As a Homestay Provider you will have signed a copy of 'Information to Homestay Providers of Westbourne Academy.'

It is important that you follow these guidelines at all times and inform us immediately of any changes.

Homestay provider Meetings

- Thursday 19th March 2026 – 17.15pm
- Wednesday 10th June 2026 – 17.00pm
- Thursday 15th October 2026 – 17.15pm

Please note that it is compulsory for all homestay providers to attend at least one meeting a year and this provides an important opportunity for us to update you and for you to ask any questions.

Please find below an example copy of a welcome letter.

(This is a guide to inform the students about your family and your routine.)

Welcome to England!

I hope you enjoy staying in our home.

Our names are Julie and Albert.

We have one son aged 10 and one daughter aged 13.

Their names are Richard and Emily.

Our cat is called Bonnie.

Please find below some points of information to help you with your stay:

My mobile number is +447123456789

The bus number to go to school is M1 or M2.

Dinner time is 6PM every night. If you are going to be late, or do not want dinner please text or call me by 4PM.

Please be quiet after 10:30PM.

Please ask before bringing any friends to our home.

Washing will be done every Sunday.

The bathroom is shared by the whole family so please be patient at busy times (e.g. the mornings)

You are welcome to use the kettle / toaster / microwave during the day.

Please do not use the oven or hob.

This has been written to ensure the best relationship/experience for both our students and our homestay providers.

Safeguarding Children and Adults at Risk



**Designated
Safeguarding Lead (DSL)**
Mark Halls
Principal



**Deputy Designated
Safeguarding Lead (DSL)**
Vanessa Elphick
Head of Accommodation



Safeguarding Officer
Louise Ingham
Director of Studies



Safeguarding Officer
Gary Garfield
Academic Administrator



Safeguarding Officer
Emma-Jayne Lochhead
Head of Administration

Abuse may take place both outside and inside of the School setting; everyone who is part of the School community is responsible for safeguarding, promoting and protecting the welfare of children and adults at risk.

Types of Abuse

Children and adults at risk can be subject to:

- Physical abuse
- Psychological or emotional abuse
- Sexual abuse
- Financial or material abuse
- Discriminatory abuse
- Neglect

What you need to do

If you assess that there may be safeguarding issues present relating to child or adults at risk, you must refer the matter to one of the School Designated Safeguarding Officers immediately.

NB: Confidentiality does not apply in the case of child or adults at risk in need of protection. You should inform the learner that any information disclosed that affects their personal safety and/or that of others must be reported to one of the Designated Safeguarding Officers.

Contact: +44 1202 752 777

Homestay Provider Holidays

In order to we can keep your room occupied as much as possible, it is important to notify us of any planned holidays/breaks thereby enabling us to place students around these dates where possible. If you are taking a holiday whilst having students, please inform the school by phone and follow up with written confirmation stating that you are happy for the student to stay in your home while you are away. Please remember that during this time sufficient food and supplies should be left for your students.

All students must be 18 or over and have been accommodated with you for over four weeks before you can leave them in the home when you take a holiday.

The Bedroom

All rooms used for Westbourne Academy students must be inspected by our Accommodation Officer. We ask for the addition of a desk, chair and lamp for students to have a place to study. Please also see our terms and conditions for other furniture requirements (e.g. mirror). Bedrooms should not be shared unless otherwise booked by Westbourne Academy.

Student Arrival

We request that the homestay provider is in the home for the arrival of their new students. If, for any reason, you are not able to greet the student yourself, we ask for them to be greeted by a friend or family member who is over the age of 18. An adult with a Westbourne Academy DBS or registered on the update service should be present in the home for all under 18s.

Please remember that many of our students have travelled a long way and may be tired or hungry upon their arrival.

Route to and from School

On arrival it is necessary to give the students a short tour of the local area. The student will need to know where to catch the bus to and from school and where the school is located. It is important to give the student the map provided with your confirmation letter. Please be advised that this map includes the full address of their homestay together with the contact numbers. This is so that if the student gets lost, they are able to ask a passer-by for help.

Around the Home

We suggest that communication between yourself and your students occurs within the common areas of the home (e.g. Lounge / Dining Room).

Every homestay provider will have their own domestic routine, so it is essential that this is explained to the student. This will help them to settle into the home.

Please remember that some students may find England particularly cold during the winter months. Therefore, we ask homestay providers to use heating for a reasonable period and provide additional blankets in the bedroom.

We understand that many homestay providers may choose to work with other Language schools in the area. We request that those who do so inform Westbourne Academy what nationality students they have living in the home as this will affect your student placements with us.

We ask homestay providers to supply all students over the age of 18 with a front door key. Westbourne Academy suggests that for all students under the age of 18, they receive a key at the necessary times. This means they

receive a key to lock the door and unlock the door when they leave / enter and keep their key in an agreed place in the home whilst they are in. This allows homestay providers to track the whereabouts of a student who is under the age of 18. All students should be shown how to lock and unlock the front door.

Friends

Make clear arrangements with your student at the beginning of their stay as to when and where guests may be entertained in your home. Please inform them that students must ask you for permission each time they would like to invite a friend to your home. We remind you again that if there are any issues you would like to discuss with us, please do not hesitate to call a member of our team.

Laundry

In addition to changing your students bed lining/towel on a weekly basis, you must do one clothes' wash per week for your student or, if they insist on doing it themselves, allow them to do one wash per week without extra charge.

An iron and an ironing board must be available for student use.

Meals

Students will expect to have the same meals as your household and to eat with you at a dining table each evening. Please advise them on their first day to let you know if they are going to be late for a meal. We suggest you discuss with your student the best method for them to let you know (e.g. call or text). =

It is advisable to ask the students if they have any dietary needs for religious or medical reasons (e.g. Muslim students do not eat pork or pork products) or if there is anything they do not like. If Westbourne Academy is aware of any dietary needs such as vegetarian or vegan we will inform you at the time of placement.

Westbourne Academy policy states that our accommodation includes daily breakfast and dinner with the addition of a snack lunch at weekends.



A typical breakfast

Tea/coffee/fruit juice, choice of several cereals and bread or toast with an assortment of spreads or coffee and a piece of fruit and a yoghurt. It is not expected that you provide a continental breakfast.

Typical lunch

Saturdays and Sundays, a sandwich/roll, crisps, chocolate bar / sweet, fruit and a drink. Please note that we often run excursions for students at the weekend, therefore a packed lunch should be provided upon the student's request.

Typical Dinner

Dinner should be substantial of good-sized portions consisting of vegetables/salad, potatoes, rice, pasta, meat, poultry, fish or an alternative substitute.

We kindly ask you to limit the number of microwavable meals you provide.

Westbourne Academy café

During school time Westbourne Academy have an independently run café which provides a wide range of fresh food and drinks, including Halal food. Students are able to purchase at break/lunch times and pre-order.

Language

We accept students of all English language levels at Westbourne Academy. This means that you may have students of very low levels. When talking to your student, the main thing to remember is to speak slowly, simply and clearly. It is important to tell them that English is the language spoken in the home at all times; there is no need to speak loudly. For further advice, please contact our Accommodation Officer.

Culture Shock and Homesickness

Many students are homesick. If you have a homesick student, contact the school and ask them for support. We have both female and male welfare officers in the school who are able to help.

Culture shock is similar to the feeling we have when adapting to a new job. Food is unfamiliar; there are differences in routine; and differences in travel arrangements. Everything (including the language) is new and potentially confusing; the students often go through changes of mood and attitude before coming to terms with their new environment. These may include withdrawal and

tiredness due to anxiety, irritability, rejection and anger. In addition, students may also miss their family and friends. Differences in culture can cause misunderstandings for homestay providers, as well as their students, as you may sometimes feel offended when things are said in what you perceived to be the wrong way. The way we use our social skills may seem like common politeness but different cultures express social skills in very different ways. For example, we expect our guests to say 'please' and 'thank you' but a student who says 'give me the salt' at the dinner table may not be disrespectful, merely unaware of what is polite and does not have such a wide range of intonation as English people do. Consequently, foreign learners can sound gruff and unfriendly when in fact they are not.

Cleaning

Some students may not be accustomed to tidying their own clothes or making their own beds. You may have to explain that they must now do these jobs for themselves. Remember to explain that this is so you can clean the room properly. Try to have a regular time for this, preferably when the student is at school.

Hygiene and Health

For example, some students may be shocked to find that household pets have access to most areas of the house including the kitchen.

Bear in mind that some students may be embarrassed by you seeing their dirty underwear. It may help to give them a pillow case to put their underwear in and put this in the washing machine. All students are entitled to one load of clothes washing per week in addition to their bed linen free of charge. Further loads may be charged at £4.00 if required.

Only nationals of an EU country will have access to free medical treatment. We recommend to all of our students to make sure they have medical insurance before they depart for the UK. Any student staying in the UK for longer than six months should register with your doctor. Please note that there may be occasions where this is needed for students who are staying less than 6 months. There are also occasions when students will need to register with a dentist.

Please be advised that as part of Westbourne Academy rules, students who are unwell must either see or speak with a doctor or come into the Academy to be assessed by our Welfare Officers.

We do not ask homestay providers to provide any toiletries however, please be aware that upon the student's arrival they may not yet have been able to buy the necessary items.

Sickness

If your student becomes unwell during their stay with you, please tell the school. If your student needs to see a doctor, they will need to register with your GP before they can book an appointment. We also advised students to phone 111 when possible to seek advice from a medical professional if a doctor's appointment is not available. It is part of our policy that students must phone us directly if they are un-well and do not wish to attend classes.

Bathroom and Toilet

A student should have access to the bathroom in the same way as yourself, but you may have to work out a rota for baths and showers. Students are entitled to a daily shower/bath as per our terms and conditions.

Ask your student to leave the bathroom as they found it and make sure the student knows how to use all the facilities. A few students may not understand how

to use toilets in this country and it may be necessary to explain in detail.

Women should be informed of the arrangements for the disposal of sanitary towels; often they are too shy and lacking in vocabulary to ask.

Fire Risk Assessment and Gas Safety Certificate

Regular Fire Safety Risk Assessments are a requirement under the Accreditation UK Scheme which inspects Westbourne Academy and these will be checked together with the Gas Safety certificates by our Accommodation Officers during re-inspection visits. These need to be completed annually and sent to Westbourne Academy for our records. We have all the necessary forms at the Academy so do not hesitate to contact us.

Carbon Monoxide Alarm

We strongly recommend all homes have a carbon monoxide (CO) alarm in the home and that it is tested regularly.

Student's moving accommodation

We ask our homestay providers to give Westbourne Academy one week's notice if they do not wish to continue accommodating a student. This allows us sufficient time to re-allocate the student to another homestay provider. Please understand that this notice period is the same for students who wish to leave their homestay provider.



Student curfews

As a homestay provider, there is a duty of care expected for all our students. Although students over the age of 18 do not have a curfew, we ask homestay providers to know their whereabouts where possible.

Evening Curfew Times

Age 12 - 15

Students aged **12 to 15** must be at home by **09.30pm** Saturday to Saturday.

Age 16 - 17

Students aged **16 to 17** must be at home by **10.30pm** Thursday to Sunday and **11:30pm** Friday to Saturday.

Please make sure that you make the agreed curfew time clear to your student. If your student does not come home at or before the agreed time, please contact Westbourne Academy immediately to make them aware of the problem.

Groups of students may have their own curfew times which are earlier than this.

We will confirm in your written accommodation confirmation what the curfew time is for your student.

General Advice

We would like to remind you that Westbourne Academy is here to help. Our Accommodation Officer has 10+ years' experience in hosting students of all ages and nationalities.

Westbourne Academy office opening times:

08:30 to 17:00
Monday to Friday.

Emergency contact number:

If you have any concerns contact our 24-hour emergency phone.

07974 348 453

Students free time

Homestay providers guidelines

General Safety

It is important when your student leaves the home you know where student is he or she is going if under 18 years of age. Please make sure you ask your student for his or her mobile telephone number early in his or her stay because this will help you stay in contact with your student. If you have any concerns about your student's whereabouts, please keep the school informed.

We respectfully remind you that when you give a student a key to the front door, it is your responsibility to make sure that they return the key. Please arrange this to an agreed place in the house every time they return.

Students are warned on their first day at the school not to gather in large groups in public parks at night. If you hear that they are doing so, please let the Academy know immediately.

Laws in the UK

UK laws especially about use of tobacco, alcohol and self-defence

sprays may be different from those in your student's home country. We inform students of the basic laws on their first day at the Academy.

Students must be 18 or over to buy tobacco and they may not know that smoking is prohibited in work places and enclosed public spaces. If you have a smoking student, please clearly explain where it is acceptable for them to smoke. (e.g. the back garden).

Make sure your students know that it is illegal for anyone under the age of 18 to buy alcohol or to have alcohol bought for them. Should you have any worries about your student, please contact us at the Academy where a member of staff will be happy to help. Please do not give alcohol to under 18s, it is against school rule.

If under 18s or over 18 students talk about drugs, adults should use the opportunity to educate students about the dangers of addictive substances rather than joke about them. Please report this immediately to Westbourne Academy.

Payments

Payments are made every two weeks on a Tuesday. If there are any changes to your bank account information, please inform us immediately.

Students who are away from the home for 7 consecutive days are entitled to a half a week refund. Therefore, the homestay will receive half a week's payment as no meals need to be provided.

Homestay Payments 2026

Payment date	Payable
13/01/2026	27/12/2025 – 10/01/2026
27/01/2026	10/01/2026 – 24/01/2026
10/02/2026	24/01/2026 – 07/02/2026
24/02/2026	07/02/2026 – 21/02/2026
10/03/2026	21/02/2026 – 07/03/2026
24/03/2026	07/03/2026 – 21/03/2026
07/04/2026	21/03/2026 – 04/04/2026
21/04/2026	04/04/2026 – 18/04/2025
05/05/2026	18/04/2026 – 02/05/2026
19/05/2026	02/05/2026 – 16/05/2026
02/06/2026	16/05/2026 – 30/05/2026
16/06/2026	30/05/2026 – 13/06/2026
30/06/2026	13/06/2026 – 27/06/2026
14/07/2026	27/06/2026 – 11/07/2026
28/07/2026	11/07/2026 – 25/07/2026
11/08/2026	25/07/2026 – 08/08/2026
25/08/2026	08/08/2026 – 22/08/2026
08/09/2026	22/08/2026 – 05/09/2026
22/09/2026	05/09/2026 – 19/09/2026
06/10/2026	19/09/2026 – 03/10/2026
20/10/2026	03/10/2026 – 17/10/2026
03/11/2026	17/10/2026 – 31/10/2026
17/11/2026	31/10/2026 – 14/11/2026
01/12/2026	14/11/2026 – 28/11/2026
15/12/2026	28/11/2026 – 12/12/2026
29/12/2026	12/12/2026 - 26/12/2026
12/01/2027	26/12/2026 – 09/01/2027

Useful information on hosting students

Useful Links

(including tax free amounts to earn from room rental)

Renting a room in your home:

<https://www.gov.uk/rent-room-in-your-home/the-rent-a-room-scheme>

Rent room relief:

<https://www.gov.uk/government/publications/rent-a-room-relief-increase>

Information on the rent a room scheme:

(HS223 Self-Assessment help sheet)

<https://www.gov.uk/government/publications/rent-a-room-for-traders-hs223-self-assessment-helpsheet>

Student travel information

More bus:

Zone (A) allows students to travel around Poole, Bournemouth and Christchurch.

<https://www.morebus.co.uk/>

National express coaches:

<https://www.nationalexpress.com/en>

Trains:

<https://www.thetrainline.com/>

United Taxis: 01202 556677

<https://556677.com/>