

PASTORAL PRINCIPLES AND PRACTISE

Including provision for boarders

<i>Date of Policy</i>	<i>March 2009</i>
<i>Reviewed</i>	<i>October 2020</i>
<i>Approved by Principal(s)</i>	<i>Yes</i>
<i>Review Date</i>	<i>Aug 2021</i>
<i>Key Staff</i>	<i>SLT, APs, Welfare Team, House Parents</i>
<i>Lead Staff to Review</i>	<i>AP (SAW)</i>

We aim to place each student whether boarding or day students, in an environment where a balance has been struck between independence on the one hand and care, security and comfort on the other. The admission criteria are stated in the prospectus and registration forms, and all rooms are furnished and conform to National Boarding Standards (April 2015).

Our student boarding houses are fully supervised with House Parents available 24 hours a day. Some students, who must be 18 or over are sometimes able to stay in Homestay accommodation, where families are checked regularly and records are kept of all checks and visits. With both families and residences, the supervision is discreet but firm and encourages a blend of independence and responsibility. It also provides support in times of illness, need and emergency. 24 hour emergency phone support is available for all students. Full details of what to do when ill are available at student induction and on notices in the residence itself. Key phone numbers are also provided for counselling and support services. Curfew checks are undertaken each night and absences are investigated and documented as appropriate.

Students under 16 should not have guests in their rooms (a guest is a non-resident) and they should only be in communal areas (with the exception of parent or guardian who should be escorted to and from rooms. Students who are 16-17 years of age should inform House Parents if they wish for an over 18 guest to visit them in their room. Visitors should sign in with the residential staff member on duty. The residence has restricted access to prevent unauthorised entry. Under no circumstances must students admit anyone from outside the College into the boarding accommodation without the express permission of the house parents.

The College has clear policies for all students on behaviour, bullying, use of physical restraint, safeguarding, administering medicines and attendance. A summary of key policies is available in the student handbook and pre-arrival information handbook which

are sent to both parents and agents. Students are also given their own copy of the student handbook on arrival.

All students have access to a range of staff of both genders with whom they can discuss personal issues. These staff include House Parents, Counsellors, the Head of Welfare and Boarding, the Head of Pastoral Care, the Vice Principal, the College Nurse and other pastoral staff. This is in addition to their allocated Personal Tutor and Program Directors. Telephone numbers of independent listeners are posted in all residences. All staff in contact with students have been subject to DBS checks.

Bedding – Clean bedding is provided for students every week in College Accommodation. Self-catered are provided with bedding but they are responsible for washing it.

First Aid – First Aid kits are kept in the office in the residences and maintained by the College nurse. There are a range of First Aiders in College and House Parents are encouraged to complete First Aid courses during induction periods at the beginning of the academic year. In an emergency, referral is made to qualified medical personnel. Residence staff have a stock of homely medicines and instructions about how to medicate and contra-indications of medication. All medicine administered or first aid given is logged on the students Shackleton database and an email is sent to the nurse informing her of the medication given. All student accidents must be logged on Shackleton, under the conduct field and a description of the incident recorded in the **Accident Book**.

The College nurse holds a current nursing registration which is confirmed on appointment and is annually checked by the College. The College has a policy on medical care which covers self medication. The College Nurse regularly monitors non NHS records relating to boarders and students health care and the provision of that care.

Doctors – As part of their induction at the College, students fill in registration forms for the Doctor. When students enrol at CATS College London for less than 6 months, they need to have private medical insurance or pay for visits to the doctor. Emergency life threatening treatment is free. Students under 16 are accompanied to the local surgery and appointments are co-ordinated by Medical staff. Students who are 16-18 will have medical visits co-ordinated by the College but can also book their own appointments. Arrangements are made with local dentists and opticians as required. The Medical team have access to the local surgery and named doctors there when needed. Both male and female doctors are available. Please be aware that the doctor is not able to disclose any information given by the student without written consent.

Ill students – All sick students in College accommodation have a 24 hour emergency number to call and will be checked by House Parents. They will either be sent ~~to the sick~~ to the College nurse for medical support, or if too ill to be moved, special arrangements will be made to stay in their accommodation. There is sick bay at Premier House which can be

used by both day students or boarders if required. The College nurse together with the House Parents will monitor the students using the sick bay. See Medical Care Policy.

Health Plans – Welfare staff work to an individual written welfare plan for students with identified special welfare needs.

Student Support – All students have access to private counselling services and full time Welfare and Pastoral support staff are always available. Students identified with particular pastoral needs are supported in a range of ways appropriate to their individual circumstances. Students are referred to psychologists or other agencies when needed. Independent Listeners are also available who can readily be contacted about any personal problems or concerns and full details are provided in the student handbook and on safeguarding posters. Boarding houses also carry reference to the Children's Commissioner and how to contact them.

Discrimination, Equal opportunities and meeting cultural needs – see staff handbook, student handbooks, racism policy. Appropriate support is available through their Personal Tutor, and Welfare staff. Provision is made for students with particular religious, dietary, language or cultural needs through catering staff who will provide specific support for dietary needs for medical or cultural reasons. Welfare staff support students who need to fast, ensuring their health is safeguarded and they are given support. Many religious events are celebrated within College through cultural events or support to attend religious services or occasions. Particular language needs are met with help from our international offices, linguistic support available in college, and with strong ESL provision throughout the college to support communication in English.

Parental Contact – students have access to email and internet in college and residences. Written parental permission is obtained in advance for the administration of first aid and appropriate non prescription medication to boarders and to seek medical, dental or optical treatment when required. This requirement is without prejudice to the right of a 'Gillick-competent' boarder to give or withhold consent to medical treatment or to seek medical advice or treatment in confidence.

Pocket Money – is distributed through the bursar and kept safe. A safe is provided in each room for the safe storage of valuables.

Catering – guidelines are followed for healthy eating, and menus are regularly reviewed with staff and student councils. There is provision for students over 18 to self cater.

Homestay – students complete a homestay questionnaire once a term and forward these to the Head of Student Services. The Head of Student Services will liaise with the student



and family to ensure all concerns are addressed. Students in homestay can also come and speak to their Personal Tutor with any concerns.

Guardians – the College does not appoint Guardians for students

Behaviour: The College has a clear behaviour policy with five stages. The policy is overseen by the Personal Tutor and Vice Principal with all records being on Shackleton so they are accessible to staff and supervisors. In case of poor behaviour or positive actions by students, the House Parents contact the Personal Tutor for rewards to be issued or for discipline action to be initiated. This action could range from students going onto a Discipline Stage, or a level of sanction applied according to the misdemeanour.

Complaints: The College has a clear complaints policy available on the College website and in all relevant College documentation. The student handbook has details of listening and counselling services along with how to contact the Children’s Commissioner for any boarding or other concerns. A record of serious complaints is maintained at the College for regular review by Senior Staff.

Privacy and access to students – there is a clear policy in place about knocking on doors and announcing staff name before entering student rooms.

- Knock, stating your name and wait 30 seconds for an answer, if there is no answer then repeat once more.
- If an answer is received, state once again who you are, ask the student to open the door and then explain the reason for coming into the room, leaving the door open.
- If there is no answer then enter, leaving the door open and conduct the work or room check.

College entry is by swipe card through the reception area, and visitors have to sign in. Residences are protected by key fob and public access is not allowed, and contractors or others who need to be on site and could have access to students must be signed in and be supervised during their visit.

Health Education: The College has a clear policy on Personal Development. Depending on age this provides support and guidance on alcohol, illegal substance and solvent abuse, smoking and sex education, sexually transmitted diseases and protecting oneself from abuse.

Students (aged 17 and under) who drink alcohol in their rooms or are found to have been smoking in their rooms are required to meet with their House Parents/ Personal Tutors to discuss the lifestyle choices they are making and the longer term effect on their health.

Health Records: Individual records are kept on all students stating relevant health information provided by parents/agents. The College registration form provides an



opportunity to record medications, allergies and medical conditions. Relevant information is provided to all House Parents with key information entered onto Shackleton. Confidentiality issues - Key contact information on all students is kept on Shackleton which can be accessed by all staff. A central written record of all parental and agent contact numbers is available with staff holding the emergency phone. Information given by a student to the doctor is treated as strictly confidential and not accessible to college staff or parents.

Staff Training: Regular training and support sessions are held for all House Parents and Welfare Staff. Residence staff are inducted and receive regular training sessions over the year with clear job descriptions.

Emergency Situations: The College has an emergency contingency plan kept with Senior Staff. There is 24 hour emergency cover by experienced and trained staff. In a wide ranging emergency, an emergency management team is set up as per crisis management planning. The Principal or Vice Principal would normally take charge. Welfare staff will bring ill students to the sick bay to be seen by the College nurse. Where a student has a contagious illness the nurse will visit the student in their accommodation, who will be isolated to their room or the residence sick bay, to avoid spreading illness.

Fire drills are regularly carried out at the College and in the College Residences. Risk assessments are carried out on an annual basis.

Special Provision for younger students. There are special arrangements for students who are under 16 (on 1st September) where a higher level of supervision is maintained.

Activities for Boarders and Day students: The College employs an Activities Manager and a full range of activities are available for all students to participate in. The Activities Manager monitors and targets students who have not participated in activities to encourage participation and involvement. Internet access is available in the residence and is appropriately filtered. Risk assessments are completed for all high risk activities. Newspapers are provided in the library to encourage knowledge of the outside world and Sky News is regularly played in the cafeteria area.

All students must place an exeat request, using the Shackleton system, when planning to leave the College for holidays, weekends or educational visits. The Personal Tutor will check these exeats and if the leave is appropriate will approve. Parents must send in written consent for trips abroad and high risk activities.

Student Voice: Students have input into issues in accommodation through the Boarding House Committee. The College also has a Student Council run by the Vice Principal who works to support student voice and to encourage participation in student surveys through Personal Tutors.

Student Induction: A clear induction process is in place under the supervision of Personal Tutors. Students starting during the year are inducted on a rolling basis. Key boarding information is provided in writing in the accommodation handbooks and students are given a comprehensive Induction at the residences by House Parents. All students receive a Student Handbook

Entering student rooms without permission

Whilst the College recognises the need for privacy and respects students' personal space, there may be times when it is considered necessary to enter a student's room in the interests of the safety or health of the student or of all the residents in the accommodation. In this case the student will be given notice of the intention to enter his/her room and will be given the opportunity to be present. However, if a member of staff suspects that there are illegal substances, alcohol, any other banned substance in the room or anything that might cause harm, they may enter the student's room and search his possessions with the permission of the Principal or Vice Principal accompanied by a second adult. When a member of staff needs to enter a student room, there is a clear procedure in place concerning knocking on the door, waiting and ensuring students have clear notice of someone coming into the room.

Missing Students – There is a clear procedure for missing students which is available for all staff.

This policy has reference to guidance issued by the DfES Boarding Schools: National Minimum Standards, April 2015.