

Pastoral Principles and Practice

Including provision for boarders

<i>Date of Policy</i>	<i>March 2009</i>
<i>Reviewed</i>	<i>March 2011</i>
<i>Approved by Principal(s)</i>	<i>Yes</i>
<i>Review Date</i>	<i>April 2012</i>
<i>Key Staff</i>	<i>Welfare, Head/Dir of Welfare, House Supervisors. Heads of House, PTs, SLG</i>
<i>Lead Staff to Review</i>	<i>Head/Dir of Welfare</i>

1.1 Aim: We aim to place each student whether boarding, resident in Canterbury, London or Cambridge 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.

1.2 Rationale: The selection of accommodation plays a major role in a student's sense of well being, and this in turn can directly affect performance and achievement. Considerable flexibility has been built into the accommodation arrangements, which are designed to meet individual needs and preferences wherever practicable. Factors such as age and stage of development influence this important decision.

Practice:

1.3 Admission criteria: This is stated in the prospectus and registration forms and boarding students have the opportunity to select from a range of accommodation including single en-suite, single non en-suite, shared en-suite and shared non en-suite. All rooms are furnished and conform to national minimum boarding standards.

1.4 Welfare Support: Boarding students under 18 live in fully supervised residences with supervisors. 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, responsibility and industry. It also provides support in times of illness, need and emergency. A 24 hour emergency phone support is also available for residential staff and students. Full details of what to do when ill are available in every

student handbook, the A-Z of *'What to do if...'* and on notices in the residencies themselves. Key phone numbers are also provided for counselling and support services. Curfew checks are undertaken each night and 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 their supervisor if they wish for an over 18 guest to visit them in their room. Visitors from outside of the college should sign in with the residential staff member on duty. All boarding houses have restricted access to prevent unauthorised entry. Under no circumstances must students admit anyone from outside the college to boarding accommodation without express permission from residence staff

The College has clear policies for all students on behaviour, bullying, use of physical restraint, Child Protection 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.

The College has a clear policy on administration of medicines (see doctors/ill students section below)

All students have access to a range of staff of both genders with whom they can discuss personal issues. These staff includes residence supervisors, Counsellors arranged by the College, the Head/Dir of Welfare and other welfare staff. This is in addition to their allocated Personal Tutor. Telephone numbers of independent listeners are posted in all residences. All staff in contact with students have been subject to Criminal Records Bureau checks.

Bedding – Clean bedding is provided for students every week in College Accommodation

First Aid – First Aid kits are kept in every residence and maintained by residence staff. There are a range of First Aiders in College and residence staff are sent on the one day First Aid course on a rolling basis. In 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 are logged on the students Magellen database and an email is sent to the nurse informing her of the medication given. Medication given or first aid administered must be entered onto Magellan. All student accidents must be logged on Magellan, under the conduct field.

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 assisted by the Head/Dir of Welfare 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 come 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 Welfare 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 Welfare 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 if in supervised accommodation will be checked by residence staff. They will either be sent to the sick bay, or if too ill to be moved, special arrangements will be made to stay in their accommodation. All students under 18 will be in supervised accommodation. Food is provided as required. The College sick bay is available through the College Day and is staffed by the College Nurse or in her absence another member of staff. See Medical Care Policy.

Health Plans – Welfare staff work to an individual written welfare plan for students with identified special welfare needs. There is a College ALS Policy to help students with specific learning needs.

Student Support – All students have access to private counselling services and full time Welfare and Pastoral support officers 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.

Discrimination and Equal opportunities – see staff handbook, student handbooks, supervisor handbooks, racism policy, ALS Policy. Appropriate support is available for students who do not 'fit in' through their Personal Tutor, and Pastoral and Welfare staff.

Parental Contact – students have access to email and internet in college and residences. Helpline numbers are provided in all residencies. Parents have access to residential supervisors' mobile phone numbers. 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 bursary and kept safe. Students can also rent safes for a small sum.

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.

Safe, Quiet Areas. A 'Prayer room' is available during the day for those of any faith or none

Homestay – students complete a homestay questionnaire once a term and forward these to the Homestay Manager. The Homestay Manager will liaise with the student and family to ensure all concerns are addressed. Students in homestay can also come and speak to the Client Care Co-ordinator or Head/Dir of Welfare with any concerns.

1.5 Behaviour: The College has a clear behaviour policy with five stages. The policy is overseen by the Personal Tutor and Head/Dir of Welfare/Vice Principal with a central copy of all records accessible to staff and supervisors. Students are able to discuss aspects of this policy at their College Council. In case of poor behaviour or positive actions by students, the supervisors contact the Personal Tutor for reward postcards or certificates to be issued or for discipline action to be initiated. This action could range from students going onto a Discipline Stage, or being put on report for all lessons with the card being signed by residence supervisors in the evening. The College also employs a Head/Dir of Welfare/Head of Welfare and Accommodation Manager to support students in boarding provision.

Conduct records are kept and regularly monitored, as are complaints and accidents. Action is taken in relation to any trends identified.

1.6 Complaints. The College has a clear complaints policy available on the College website and in all relevant College documentation. There is also a student comment box maintained in the College which is monitored by the student council and staff. Every house has details of listening and counselling services along with how to contact Ofsted for any boarding or other concerns. This is also in the student handbook given to all students.

A record of serious complaints is maintained at the College for regular review by Senior Staff and can be readily accessed on Magellan.

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/combination lock or through reception area, and visitors have to sign in. Residences are protected by key, combination lock, code or fob and public access is not allowed. Public access is not allowed to the college, and contractors or others who need to be on site and could have access to students must be signed in and be supervised.

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

The College conducts random drug testing on students. If a student fails a drugs test they may be permanently excluded from the College. This message is regularly disseminated to the student body. The College may require students found taking drugs to undergo counselling and further tests at their own expense, if they are not permanently excluded.

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 the Head/Dir of Welfare to discuss the lifestyle choices they are making and the longer term effect on their health.

1.8 Health Records: Individual records are kept on all students containing relevant health and welfare information provided by parents or agents recording significant health and welfare needs and issues. The College registration form provides an opportunity to record significant drug reactions, major allergies and notable medical conditions. Relevant information is provided to all House Supervisors with key information entered onto Magellan.

Medical information is copied onto the College Management Information System, and is provided to all residence staff, on a need to know basis, by the Head of Welfare/Head/Dir of Welfare. The booklet is updated regularly over the year.

Confidentiality issues - Key contact information on all students is kept on the College Information system which can be accessed by all staff. Remote access into the information system is available for residence staff. A central written record of all parental and agent contact numbers is available with staff holding the emergency phone, and all residence managers and roving supervisors.

Information given by a student to the doctor is treated as strictly confidential and not accessible to college staff or parents.

1.9 Staff Training: Regular training and support sessions are held for all residence supervisors

Staff Induction – Residence staff are inducted and receive regular training sessions over the year with clear job descriptions and a residence handbook

2.0 Emergency Situations: The College has a crisis management plan kept in the College Secretary's/Head of Administration's desk in a red box. 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/Welfare staff. Where a student has a contagious illness the nurse will visit the student in their accommodation, who will be isolated to their room, to avoid spreading illness. A team of doctors are available when required in emergency situations.

Fire drills are regularly carried out in all College Residences and all have up to date HMO certificates where required. Risk assessments are carried out on all houses on an annual basis, using Fire Services and local council as appropriate.

2.1 Special Provision for younger students. There is separate boarding provision for students who are under 16 where a higher level of supervision is maintained.

All students under 18 will live in fully supervised residences and must adhere to EXEAT rules and curfew. All students over 18 in College accommodation should fill in an Exeat so the college is aware where they are.

2.2 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 all College houses and is appropriately filtered. Risk assessments are completed for all high risk activities. Newspapers are provided in student areas to encourage knowledge of the outside world and Sky News is regularly played in the cafeteria area (in Canterbury from November 2010).

All students must place an exeat request, using the Magellen system, when planning to leave the College for holidays, weekends or educational visits. Students aged 17 and under parental consent must be received for exeat requests. The Welfare Team/Head of House will check these exeats and if the leave is appropriate will approve.

2.3 Student Voice. Students have input into issues in accommodation through the student Welfare Committee. The College also has a Director of Student Care/Senior Tutor who works to support student voice and to encourage participation in student surveys and committees.

2.4 Student Induction. A clear induction process is in place under the supervision of a senior member of staff. Students starting during the year are inducted on a rolling basis. Key boarding information is provided in writing – A-Z ‘What to do if’ in the residence handbook. All students receive a Student Handbook

Staff Induction – Residence staff are inducted and receive regular training sessions over the year and clear job descriptions and a residence handbook

2.5 Entering students’ 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 block/house. 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 usually accompanied by a second adult. Should a house supervisor consider it imperative that a student’s room is searched in the interests of the safety of the accommodation block/house in an emergency situation or in the immediate interests of the safety and general welfare of other residents

and neighbours of the property, she/he may do so without seeking permission from the Principal or Vice Principal.

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

3.0 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 Secretary of State