



Boarding Principles and Practice at CATS Cambridge

1.1 Aim: We aim to place each student 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 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. We aim in 2009 to launch a range of higher quality rooms. All rooms are furnished and conform to national minimum boarding standards.

1.4 Welfare Support: Students under 18 live in fully supervised residences with supervisors. Some students, who must be over 18 are able to stay in Homestay accommodation, where families are checked regularly and records are kept of all checks and visits. With both families and residencies, 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.

The College has clear policies 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)

Students have access to a range of staff of both genders with whom they can discuss personal issues. These staff include residence supervisors, the College Counsellor, the Pastoral Manager and other welfare staff. This is in addition to their allocated Personal Tutor. Telephone number of independent listeners are posted in all residencies. All staff in contact with students have been subject to Criminal Records Bureau checks.

Bedding – Clean bedding is provided for students every week

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.

Doctors – As part of their induction at the College, students fill in registration forms for the Doctor. When appointments are needed they are co-ordinated by the Welfare team to ensure where appropriate students are accompanied to support them with language issues. Students under 16 are always accompanied at the request of the local surgery. Staff would however withdraw at student request at the surgery. Arrangements are made with local dentists and opticians as required. The Welfare team have access to Bridge Street 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.

Ill students – All sick students are checked during the day, and have a 24 hour emergency number to call. Food is provided as required.

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

Student Support – Students have access to counselling in the College 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, SpLD Policy. Appropriate support is available for students who do not 'fit in' through their Personal Tutor, Head of House and Pastoral and Welfare staff.

Parental Contact – students have access to email and internet in college and residencies. Helpline numbers are provided in all residencies. Parents have access to residential supervisors mobile numbers.

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 meet once a term on their own with Welfare staff to discuss any issues relating to Homestay, although the College offers an open door policy for all students to discuss concerns.

1.5 Behaviour: The College has a clear behaviour policy with five stages. The policy is overseen by the Personal Tutor and Head of House with a central copy of all records accessible to staff and supervisors. Students are able to discuss aspects of

this policy at their College and House Councils. In case of poor behaviour or positive actions by students, the supervisors contact the Personal Tutor for reward postcards 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 Pastoral Manager, Head of Welfare and Head of Accommodation to support students in boarding provision.

Punishment 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 the local authority, Department of Children, Schools and Families - 0870 0002288 - regarding any complaint concerning their welfare.

A record of serious complaints is maintained by the Director of Quality at the College for regular review by Senior Staff.

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

College entry is by swipe card or through reception area, and visitors have to sign in. Residences are protected by key, code or fob and public access is not allowed

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 regularly tests students, with their consent, for drug abuse. If a student fails a drugs test they will be permanently excluded from the College. This message is regularly disseminated to the student body.

Students who drink alcohol in their rooms or are found to have been smoking in their rooms are required to attend special evening sessions on smoking, fire safety or alcohol abuse to support the College message on healthy and responsible lifestyles.

1.8 Health Records: Individual records are kept on all students containing relevant health and welfare information provided by parents or agents recoding 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.

Medical information is copied onto the College Management Information System, and is provided to all residence staff by the Head 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 and clear job descriptions and a residence handbook

2.0 Emergency Situations: The College has a crisis management plan kept in the College Secretary's office 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, Vice Principal or Director of Quality would normally take charge. Welfare staff visit all houses every day to check ill students and a team of doctors are available when required in emergency situations.

Fire drills are regularly carried out in all College Residencies 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

2.2 Activities for Boarders: The College employs a full time 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. Outside term time, special arrangements are made to support students such as Christmas activities, special meals and trips. Internet access is available in all 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 New is regularly played in the cafeteria area.

There are clear Exeat rules which are monitored by staff according to the ages of students.

2.3 Student Voice. Students have input into issues in accommodation through the student Welfare Committee. The College also has a Director of Customer Care 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 information is provided in writing – A-Z 'What to do if' booklet

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

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