

## Frequently Asked Questions

### What happens on the first day of boarding?

On the first day of boarding, students will be met and shown to their boarding house (either Priory House or Abbey House). Both boarding houses are of mixed gender and follow the same house routines and policies.

### What should I bring to boarding?

- Please see the last page for a full list of clothes required depending on the number of nights you stay.
- Toiletries - Face cloth, towel, soap, toothbrush, toothpaste, shampoo, bubble bath/shower gel, brush/comb (roll on deodorant, talc, conditioner, sanitary towels etc if required - **Aerosols are not permitted**).
- A teddy, blanket or cushion as a home comfort if required.
- PE kit/swim kit if the appropriate day falls within your boarding placement.

### Where are the boarding bags stored?

Students bring their boarding bags into their assigned house (Priory House or Abbey House) in the morning when they arrive at school. Students collect their boarding bags from the front of school at the end of the school day.

### Where will I sleep?

Students will be allocated a bedroom or bed space based on availability and behaviour. Students are encouraged to socialise in the main houses and only use their bedroom/bed space for changing and sleeping. Private time is available if requested.

### Can I call home when I stay at boarding?

We encourage all parents/carers who wish to contact their child to do so using the school land line between 19.00 and 20.30 if possible as students are usually in their own boarding houses during this time. Any student who wants to contact home can also do this via the school land line. Students will not be able to use their own mobile phones.

### What food is provided?

For breakfast there are always cereal, bread, toast, yoghurts and fruit available. Once a week there will be a special breakfast, this varies from croissants, pain au chocolate, all day breakfast, poached eggs, pancakes, porridge, overnight oats etc. Tea, coffee and small glass of juice is also offered.

After school students have a drink (squash or water) and some fruit (varies on a daily basis but mainly, orange slices, watermelon and pineapple).

Tea is designed to fit into our evening activity programme, therefore three out of four evenings a week will be served within the boarding houses and can include: a cold, buffet style tea, pasta bakes, curry's, enchiladas/tacos, pizza/sausage rolls/burgers and chips, Jacket potatoes, soup and sandwiches etc. On the fourth evening, a hot meal will be served in the dining hall, the day this is provided changes every term. All meals are followed by jelly, yoghurt or fruit for pudding. Menu's are shared with parents/carers and students at the beginning of every half term.

Cream crackers, bread/toast, and a selection of snacks for supper are always available throughout the week in each house.

All food is prepared in the school kitchen by the school catering team.

### Can I bring food in from home?

All food is provided by the school catering team therefore it is not necessary to bring in any food from home.

You can bring in a drink, snack and packed lunch for school the next day if it is required but this must be handed into staff so it can be stored correctly. No food is permitted in the bedrooms. Any cooking that has taken place within day school will be kept in the kitchen area of the boarding houses, or frozen, until either eaten or taken home.

### **Can I wear makeup?**

Students may experiment with make-up during their free time in the evenings. Older pupils may wear discreet make-up on trips outside school in the evenings.

### **Do I need pocket money?**

We do not currently ask for pocket money on a regular basis. Every now and then we may ask for some to fund certain activities, but this will always be optional and asked for in advance of the trip. All our community-based activities are currently funded by the residential department.

### **Can I bring in games console/tablet/phone/toys etc?**

The school cannot be held responsible for loss of or damage to personal possessions brought from home. These items should be handed in to staff for safekeeping. The items will be logged in upon arrival and out when it is time to go home by a member of staff and the student. Students will not be allowed to use or charge batteries on the school premises.

### **Can I watch television?**

We have televisions in both boarding houses that get used in the mornings. After school and in the evening they can be turned on although we do encourage the students to use their free time to interact and socialise with their peers. Care Staff will be aware of what is being viewed and be available for comments and discussions regarding any programmes watched. We occasionally have themed 'DVD' evenings and all films shown in the boarding houses will be age appropriate and certificate ratings will always be adhered to.

### **What about personal care?**

Students are expected to bath or shower every evening that they board and will be discreetly supervised by staff, permission for staff to assist with personal care will be discussed prior to students starting in residential. Teeth are cleaned first thing in the morning, after every meal and before bed. Hair is washed as and when required, help is available if necessary. (Students boarding one night should not need to wash their hair)

### **What happens if I become ill?**

If a student is unwell we will contact parents/carers to collect and take home. **It is very important that we have day and evening contact details for residential students and for parents/carers to have arrangements in place to collect a student if the need arises (this could be a parent or carer, a relative or friend).**

### **What happens if I take medication in the morning/evening?**

If regular/daily medication is required we feel it is safer to have a supply that can remain in residential. If this is not possible then please contact the Residential Manager to make alternative arrangements. If we require further supplies we will contact you by phone and/or email/DOJO. It is important that any medication that is sent in, is sent in its original packaging with the prescription label. Please refer to the 'First Aid and Medication' school policy for further information.

### **What am I responsible for?**

All residential students are asked to take turns doing small tasks each day which may include laying a meal table, collecting laundry, emptying waste paper baskets, hoovering, washing up etc. Each student is responsible for making and changing their own beds, with help if needed, and keeping their bed spaces

and wardrobes tidy. They are encouraged to personalise their bed spaces. Staff will encourage the students to respect their living area and tidy up after themselves.

### **How can I voice new suggestions?**

The residential department has their own residential council. The students run their own meetings every half term (with a little guidance from staff, if required). During the meeting, they have the opportunity to discuss the residential department and any new ideas or issues they may have. We encourage their participation in activity choices, menus, redecoration or refurbishment within the department and any new equipment we may need.

### **How would I make a complaint?**

'I want you to know' forms are available in the boarding houses for students to use as a means of passing information on to adults or making a complaint. All complaints will be taken seriously and acted upon. Students will always be encouraged to voice their concerns or worries to residential/school staff and parents/carers. If parents or carers have any concerns or complaints they should contact the residential department or the Head of School. Alternatively, any serious concerns can be taken to the Local Authority or Ofsted.

### **What reward systems are in place?**

Every week the Residential Department award a 'Star of the Week' in each boarding house. This is presented to the students during the student meetings the following week. Merits may be given for completing their reading/homework, healthy eating/exercise and looking smart sticker books. Awards are also given for achieving the maximum amount of star of the week nominations each term and for completing the maximum amount of sticker books in an academic year.

### **What is the outcome of poor behaviour?**

Students may miss activities or have time out if their behaviour is unacceptable. All sanctions will be recorded in the residential sanction book and parents/carers will always be informed of any serious incidents.

### **What if I am being bullied?**

We take all bullying incidents very seriously and we work hard to teach students the social skills that will enable them to cope with social situations in which they may feel uncomfortable or threatened. All bullying incidents are recorded, monitored and handled appropriately. Anybody who is being bullied needs to inform a member of staff.

### **What about transport to and from school?**

When a student commences boarding we will rearrange the transport to and from school. If for any reason you wish to alter these arrangements e.g. a special family occasion, medical appointment etc. it is your responsibility to organise the additional travel arrangements. This may mean you collecting and returning your child to school or organising and possibly paying for the additional transport costs.

### **Do I have to pay for the residential placement?**

The Local Authority meets the full cost of a residential placement, however a fee maybe introduced in the next few years. Parents/carers are expected to provide the necessary clothing and toiletries.

### **Does a residential placement affect any benefits/payments I received?**

Child benefit is not affected although parents in receipt of the Disability Living Allowance (DLA), Personal Independent Payment (PIP) and various other benefits should seek advice from:

Residential Manager in the first instance

Social Worker (if applicable)

The Citizens advice Bureau: 0808 278 7868

Disability Living Allowance Helpline: 0800 121 4600  
DIAL (West Suffolk Disability Resource Centre) 01284 748888

**Clothing list:**

**Required if staying 1 night per week;**

One additional uniform (trousers or skirt, polo shirt, sweatshirt)  
Two sets of underwear and socks  
One set of casual clothes (suitable for wearing during activities)  
Pyjamas  
Dressing gown  
Slippers

**Required if staying 2 nights per week;**

One additional uniform (trousers or skirt, polo shirt, sweatshirt)  
Four sets of underwear and socks  
Two sets of casual clothes (suitable for wearing during activities)  
Pyjamas  
Dressing gown  
Slippers

**Required if staying 3/4 nights per week;**

Two additional uniform (trousers or skirt, polo shirt, sweatshirt)  
Six sets of underwear and socks  
Two sets of casual clothes (suitable for wearing during activities)  
Pyjamas  
Dressing gown  
Slippers

**All clothing must be clearly named and clothing is not allowed to be exchanged between the students.**

**It is very important that all residential students have slippers and a dressing gown. In the event of overnight evacuation we may be outside for a period of time**