



Student & Parent Guide to Residential Accommodation

2023

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Welcome!

Although this is a lengthy document, we recommend that you read it through and familiarise yourself with its contents prior to joining us in September. The rules and regulations within this guide will form part of our legal contract with you when signing our Accommodation agreement, we therefore recommend that these sections are read and understood before signing the contract.

This guide is more than just a contractual document, students and parents should keep a copy to refer to throughout the year as a need arises.

This Guide is written to:

- Outline the Schools Policies and Practices for Residential Accommodation

- Clearly explain our expectations of students in accommodation

- Provide guidance and ensure you know how to access support

- Ensure you understand the terms and conditions under which an offer of accommodation is made.

We welcome your feedback, both positive and constructive, and look forward to working together with you to ensure we provide excellent care and support for our students.

Nature and Organisation of Accommodation

Accommodation is provided on a half-board basis, 4 nights a week;

EMS flats :

Students will stay in one of our 4-6 bed flats in the heart of the city, a three minute walk from Exeter Mathematics School. Students will be supervised by members of the EMS pastoral team who will stay overnight in the flats. Each student will have their own room with a bed, desk, shelves and wardrobe and en-suite bathroom. Kitchen facilities are part of the shared communal space. Breakfast and evening meals are provided and students will have access to facilities for preparing their own lunch.

Over 18s

Over 18s are expected to lead by example and are bound by the same expectations and regulations as all other occupants.

Students over 18 will be given advice and guidance as to their change of status and the implications it should have in terms of their behaviour.

Students' Choice

Students who wish to move rooms within the EMS flats may do so if spare rooms are available in another part of the building, subject to other welfare considerations.

Welfare, Support and Provision

All students will meet with a member of the pastoral team on a termly basis to discuss their progress and offer support. Members of pastoral staff will be available every day in school and every evening and overnight in EMS flats.

Students requiring additional support in the form of counselling will be referred to the Exeter College Student Support Team or other outside agencies.

Level of supervision

Members of staff will be in EMS flats every evening and overnight.

All students will be expected to attend the evening meal unless they have previously arranged with staff to be elsewhere.

There is a set time for all students to be inside the flat each evening and a time for being within their rooms.

The members of staff will check the flats at these key times to ensure all students are present and safe.

Students with specific needs

One of the EMS flats is adapted for Wheelchair users and those of reduced mobility, should students with more severe disabilities apply for residential accommodation in the future, the School will do it's best to secure suitable housing.

The School will endeavour to take into account students' emotional, dietary, religious, cultural, physical and mental health needs at all times.

Recreational provision

Students are not in residential accommodation over the weekends so activities will only be offered on weekdays. Students have significant amounts of homework to do in the evenings so activities will be planned to ensure that time is available for study. We aim to do a social activity once every two weeks usually on a Wednesday evening.

The aim is for students to live as “normal” an existence as possible, there are televisions, boardgames, books and wifi provided along with the possibility for students to provide computer games and other entertainments.

A range of extra-curricular activities, including sport, music and drama, is available to all students through Exeter College. Many of these activities take place on a Wednesday afternoon but facilities will be available at other times. For example, the College Gym is open every morning before school and every evening. Other activities are available, such as you would expect from a small, vibrant city.

A few times a year, the PATs organise special meals, group activities and trips to local attractions as a bonding experience for the community. In the past these have included the ever-popular evening out at Pizza Express, to a vibrant session of bowling. All off-site activities will be carried out according to the School’s Educational Visits Policy and be planned at least a week in advance. All activities will be arranged in consultation with students.

Students in EMS flats will be taught life skills; for example, they will be supervised in preparing the evening meals on a rota basis. Hygiene training will be available, as will support with laundry and ironing.

Activities will be advertised to all residential students.

Behaviour

Students are required to follow school rules and policies, regardless of age, when in accommodation and the same codes and sanctions will apply during the school day and during the evenings and at night.

The Pastoral Team:

The Pastoral team work together to ensure the safety and wellbeing of all EMS students. There are clear lines of communication between day-staff and those working in the evening and at night. By working together we aim to ensure that our students are supported and able to flourish and achieve.

Safeguarding Designated Lead – Yasmin Trevelyan

Yasmin has oversight of all pastoral provision in the School and is the line-manager for all leading pastoral staff. Yasmin is also the Designated Safeguarding Lead (DSL) and as such, the main point of contact for support and guidance for staff. They are also one of the on-call emergency contacts.

The Safeguarding lead and P&A Tutors will meet every morning as part of the daily handover. The pastoral staff have a formal weekly meeting to discuss specific concerns.

Contact details:

Email: yasmintrevelyan@exeterms.ac.uk or Tel: 01392429020

Pastoral and Accommodation Tutors (P&A Tutors) – Grace, Bill, Jade and Devon

The P&A Tutors are responsible for the day-to-day support and supervision of students in the EMS flats complex. Along with the other pastoral team members the P&A Tutors will be in ‘loco parentis’ and as such will undertake most of the tasks that a parent would for their own teenager, such as cleaning, cooking, supporting, enforcing rules, encouraging independence.

The P&A Tutors will welcome students each Monday morning and will remain in accommodation with them each evening and overnight. Part of the role will be to liaise with both Pastoral tutors and parents; by working together we believe we will be better equipped to meet our students’ needs. If you have any concerns or questions which are directly related to accommodation, your child’s P&A Tutor is the person to call.

The table below shows when the P&A Tutors are on duty.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
7:00 to 8:30 am	OFF DUTY	Supervise Students			
8:30 to 9:00 am		Handover in School. <i>Staff Meeting at 8:45 a.m.</i>			
9:15 to 10:45 am	Welcome students on arrival	OFF DUTY			
11:00 am to 4:00 pm	OFF DUTY				
4:00 pm to 5:00 pm	Accommodation is open and students return from school				OFF DUTY
5:00 pm to 11:00 pm	Supervise Students <i>Evening Meal 6:30 p.m.</i> <i>Students in Flats and their rooms 10:00 p.m.</i> <i>Lights out 11:00 p.m.</i>				
11:00 pm to 7:00 am	On call in EMS flats				

Lead Pastoral and Accommodation Tutor details:

Grace Strachan,

Email: gracestrachan@exeterms.ac.uk

Pastoral and Accommodation Tutor details:

Bill Hughes

Email: billhughes@exeterms.ac.uk

Pastoral and Accommodation Tutor details:

Jade Prince

Email: jadeprince02@exeterms.ac.uk

Devon Roper

Email: devonroper02@exeterms.ac.uk

It is likely that the PATs will become the people who know the students best, as they will have an overview of students' welfare, progress and achievements both "at home" and in the academic part of the school. All staff liaise with the Pastoral Tutors regularly to ensure they have all the information necessary to support students within their care

When the PATs are off duty, please do not expect them to be contactable except by email upon returning to their shift. If you need to contact the school or a member of staff urgently, please call the main school switchboard.

Student Support Tutor –

In addition to the Pastoral and Accommodation Tutors we have members of staff who have a daytime and overlapping role in the school to provide physical and emotional support to the students. They are the first port of call for any welfare related issues the students have and assist in developing their wider life skills.

Headteacher - Kerry Burnham

Kerry is the School's Headteacher and works closely with the Deputy Headteacher. She is also on-call during the week for the P&A Tutors and is the Deputy Headteacher's line manager.

Tutors

All students will have a Personal Tutor with whom they will meet weekly for support and guidance.

Personal Tutors will be the main point of contact between parents and school for all academic matters. They will become the person who knows the students best and will have an overview of students' welfare, progress and achievements. All staff will liaise with the Personal Tutor regularly to ensure they have all the information necessary to support students within their care.

Parents / Guardians

It is vital that our staff work closely with parents/guardians if we are to ensure the highest level of care for our students. Parents are able to contact the P&A Tutors and the designated safeguarding lead directly and all other staff via the main school switchboard.

We will not be calling parents over every minor incident but will always get in touch with significant concerns or when a student is ill.

Exeter College's Safeguarding, Tutoring, Equality & Wellbeing Team (STEW Team)

Our close relationship with Exeter College means our students are able to access a range of support services directly from Exeter College. Contact information for this team and details of the services they offer are provided to students as part of their induction and are also available on the School Portal.

Rules and Regulations

School Rules & the Student Code of Conduct

Students in accommodation must abide by the main School rules at all times, these are summarised in the Student Code of Conduct (see appendix A) which is signed by all students at the beginning of the year. Students in residential accommodation must abide by this code of conduct at all times, including overnight.

When students turn 18 they continue to be bound by all School rules, this is to ensure a safe and secure environment for all.

In addition to the Student Code of Conduct, students should be familiar with and must abide by:

Anti-Bullying Policy

Online safety Policy

Substance Misuse Policy

Our Guide to E-safety

Accommodation Rules

Additional rules, specific to accommodation, also need to be followed. Some of these are put in place by the school to enable staff to provide a safe, welcoming and secure environment for students. Other rules are in place to ensure we meet the requirements of our lease with Condor Properties.

Many of these rules are clearly written in the agreement you will sign before taking up accommodation (see appendix B); additional rules and further explanation is provided in this chapter.

Access to EMS flats:

Students will not be able to access the school accommodation outside of supervised hours except under direct supervision. The accommodation is out of bounds at all other times. Charges will be incurred for unauthorised access.

If students need to gain access to their rooms outside of authorised access times this can be arranged in advance by prior agreement.

Behaviour in the Community:

Students must be mindful of others with whom they are sharing their flat and neighbourhood. The level of noise must not be such that it causes a nuisance or disturbance to others in the flat or in neighbouring properties.

Musical instruments, loud speakers, radios and other sound apparatus must not be played at a volume which can be heard from outside the flat. Between the hours of 10:00 pm and 7:30 am noise should be kept to an absolute minimum, with no noise at a level which can be heard in neighbouring rooms.

Students must also take care not to block communal areas, particularly fire exits. Communal areas must be kept tidy and clutter-free. Personal possessions should be kept in individuals' bedrooms when not in use. Students will be expected to keep their bathrooms and bedrooms clean and tidy and to help clean all communal areas once a week.

Checking in, Registration and Lights out:

Students are given a significant amount of freedom during their free time, however there are boundaries and limitations to this. There are certain times when they must check in with staff and others when we need to know where you are:

4:30 pm to 6:30 pm

This is the time immediately after school when you will be free to spend time in the school, the accommodation or elsewhere. Although we do not require you to inform staff as to your whereabouts we do expect you to be sensible: make sure someone knows where you are going and if you are not staying very local, let a member of staff know.

6:30 pm

All students in EMS flats must check in at 6:30pm with the appropriate member of staff they will be registered as present.

This is also the evening meal time.

If students would like to go elsewhere for their meal or are involved in an activity which will make them late, they must arrange this with the P&A Tutors in advance.

Failure to attend at mealtime without prior notice will lead to work for the P&A Tutors/Host parents in attempting to locate students, as well as parents being contacted and needlessly worried.

6:30 pm to 10:00pm

Once students have registered and had their dinner, they are then free to spend the evening either on or off site.

Before students leave the accommodation they must inform the P&A Tutors:

Where they are going

What they are doing

When they are returning

Who they are with

How they can be contacted

Students are not expected to go into a lot of detail regarding what they are doing – their privacy will be respected – however, an overview is needed for their own safety and wellbeing, particularly if they do not return when expected.

If a P&A Tutor has concerns regarding students going off site, they may decide not to give permission for them to leave. It is important that students recognise the P&A Tutor is responsible for their safety has the authority to do so. If students feel this is unfair they will be able to raise this concern with the Designated Safeguarding Lead the next day.

If students realise that they will be returning later than anticipated, they must contact the P&A Tutors to inform them of their new time of return. Failure to do so will result in more work for the P&A Tutors in trying to locate students, as well as parents being contacted and needlessly worried.

On return to the accommodation, students must ensure the P&A Tutors are aware of their return.

10:00 pm

This is the time we expect all students to be back in their flat. They do not need to be in their own rooms but must be on-site. Students must register with their P&A Tutor; if a student wishes to go to bed before this time they may register early and then will not be disturbed.

Any visitors to EMS flats must leave by 10pm

All students are expected to be in their own rooms by 10:00pm. This is to ensure that the flat is a quiet place, enabling students to get to sleep. A P&A Tutor will check all rooms between 10:00pm and 10:30pm as part of the nightly rounds.

11:00 pm to 7:00 am

Lights should be out by 11:00 pm. All students should remain in their own rooms overnight. The P&A Tutor will be available in the case of an emergency. Students will be able to contact a P&A Tutor by either knocking on their door or calling his/her mobile phone

Absent Students

If students fail to attend dinner, arrive back for curfew or return when expected from an off-site visit, the following procedure will be followed:

1. Contact the Student

If the member of staff is able to get hold of the student we will establish where they are and why they are late. If the member of staff is confident that they are safe and will be back shortly, no further immediate action will be taken.

2. Contact the Student's Parents/Guardians

If the member of staff are unable to get hold of the student by using their contact details they will inform the students' parents/guardians that they are absent and explain the next steps to try to get hold of them. The member of staff, in liaison with the parents, will decide whether or not the Police should be contacted.

3. Contact the Police

If the member of staff is unable to get hold of the parents of a missing student, or if there are any complicating factors, they will contact the police directly.

On returning to accommodation the student will be made aware of the consequences of their absence and should be reminded about the procedure for contacting a member of staff if they are ever running late.

Electrical Appliances:

All electrical supplies in the accommodation operate at 240 volts and if used incorrectly can give a fatal electric shock.

For this reason all students' electrical equipment must be safe and in particular: be CE marked; have a sound mains lead and plug; be correctly rated for fuses fitted for the appliance; and not be used in a combination which overloads the electricity supply. For example, high voltage hair dryers may overload the supply and may not be able to be used in the flat.

There is no parking available on site for students or visitors.

There is an external bike-storage area at the school for students to use. Students are not guaranteed a space in this area as it operated on a first-come, first-served basis.

Vehicles:

Under no circumstances are vehicles or vehicle parts allowed to be brought into the flats.

Visitors:

Students in EMS flats are welcome to have visitors during the week. To ensure the accommodation remains safe and comfortable for all occupants, the following rules must be followed:

1. Each student can have a maximum of 4 visitors at any time.
2. No visitors are allowed on site between the hours of 10 pm and 8 am
3. All visitors must sign in and out of the visitor book at accommodation.
4. Visitors over the age of 18 **including parents** are not permitted on site unless a member of school staff is in the building. To ensure this is possible, a P&A Tutor must be notified of all adults who intend to visit and an appropriate time **must be agreed in advance**.
5. The P&A Tutors have full discretion to refuse entry to the accommodation of any non-resident,

Visitors will be accommodated as far as possible, however they do not have an automatic right to be on site. The P&A Tutors will allow/refuse visits according to the needs of all occupants within accommodation.

Parents will need to contact the P&A Tutors prior to visiting students in accommodation. This is to ensure that no adults enter the residence without staff being present. The only exception to this will be on a Monday morning between 9:15 am and 10:45 am, when members of staff will always be present. Parents will be free to visit their own son/daughter's flat and room but under no circumstances should they enter another flat or any other student's bedroom.

Students should not expect to have large number of visitors or visitors on a very frequent basis.

Fines and Charges

The school will be charged for any breakages or damage caused by our students in EMS flats. This cost may be passed on to students depending on the circumstances in which they happened. It is important that students and parents are aware of their responsibility to pay for damages and that students behave responsibly to ensure that the property and its contents remain intact.

A list of potential fines is included in Appendix C.

Staff Conduct, Duties & Complaints

The P&A Tutors and the wider Pastoral Team are responsible for the safeguarding and welfare of all students. To ensure students are appropriately and consistently cared for, staff adhere to a code of conduct (see appendix D) and follow School policies and procedures.

This chapter outlines the provisions and practices which do not appear elsewhere in this guide that staff are committed to.

If you are unhappy about the conduct of a member of staff and do not feel able to resolve the issue with them you should contact his/her line manager. If your complaint is against the Headteacher it should be made to the Chair of Governors. Full details can be found in the School's Complaints Procedure.

Entering Students' Rooms

Students are entitled to privacy. Staff will only enter their room with good cause as outlined in the School's Privacy and Access Policy.

Staff must keep the door open at all times when entering a student's room and will only enter without them present under particular circumstances, as outlined in the Privacy and Access Policy.

Staff will never search a student's room whilst they are not present and will, whenever possible, conduct searches in pairs. Authorisation from either the Designated safeguarding lead or Head teacher must be gained before a search is conducted of any student's room.

Under no circumstances will staff provide access to a room for another student. For example, students wishing to collect "borrowed" items from a room will not be able to do so in the absence of the person whose room it is.

Physical Restraint of Students

Staff will not use physical restraint on students. If the situation occurs that restraint is necessary the police will be called immediately.

Planning and Preparation of Meals

Meal Timetable

The table below summaries which meals will be provided by EMS and which meals the students are responsible for. It is the responsibility of the P&A Tutors to ensure that meals, ingredients and/or facilities for preparing food are available to students at the appropriate times.

Day	Breakfast 7am to 8am	Lunch	Dinner 6:30pm	Snacks
Monday	N/A	Facilities are available for students to prepare their own packed lunch from their own ingredients	A cooked meal will be available for students.	Facilities are available for students to prepare their own snacks from their own ingredients.
Tuesday	Ingredients are provided for the students to prepare their own breakfast under supervision			
Wednesday				
Thursday				
Friday	N/A	N/A		

Breakfast

The P&A Tutors will ensure that students are able to start the day with a healthy meal by providing appropriate ingredients:

- A range of cereals
- Bread for toasting
- Spreads for toast
- Milk
- Fruit Juice
- Fruit
- Yoghurt
- Tea
- Coffee

Students are expected to help themselves to breakfast; the P&A Tutors will provide supervision and guidance until they are confident and competent in serving themselves. Students are expected to clear up after themselves at breakfast time with the P&A Tutors in supervision.

Lunch

Students will make their own arrangements for lunch. Some will buy food in town whilst others will make packed lunches from their own ingredients. Students may prepare their lunch during the evening or first thing in the morning.

The P&A Tutors must ensure that the kitchen and equipment within it is hygienic, organised and available for students to use. They will also ensure that all food owned by students is clearly labelled and not used by anyone other than the student who purchased it. Students who need support in preparing their lunch will be guided by the members of staff/host parent and supported in becoming independent.

Students are expected to clear up behind themselves when preparing their own food.

Dinner

A cooked meal will be provided for students each day at 6:30 pm. The P&A Tutors will assist in the planning and preparation of this meal to ensure students have a varied and nutritious diet. Their first responsibility is to provide a balanced meal each day; in addition this will be used as an opportunity to develop skills within the students by getting them involved in the preparation of food.

Students will work with the P&A Tutors, on a rota basis, to prepare and cook the evening meal. By the end of their first year at EMS students should have passed a food hygiene certificate and should be confident and safe working in a kitchen.

Over the course of the first year, the P&A Tutors will reduce the amount that they prepare and become more supervisory for students. During times of high pressure, however, the P&A Tutors may need to take on more of the cooking, leaving students free to concentrate on their studies or giving them time to relax.

The preparation of the evening meal will remain the responsibility of the P&A Tutors; students' involvement is for their own development and will not be used as a way of easing the P&A Tutors' work load.

Snacks

Students will have access to facilities to create their own snacks and drinks throughout the evenings as they wish. The P&A Tutors will establish codes of practice to ensure that communal areas are kept clean and safe.

All students' food should be clearly labelled to avoid confusion and conflicts.

Meal Plans

Meals will be planned by Thursday of the preceding week. The P&A Tutors will share the plan with students, displaying it in a communal area of the flat. Where possible, students should be driving this, or at least consulted at the planning stage. After October half-term students will be expected to submit their own recipes and ingredients lists, and will be supported in the preparation of their own meals on a rota basis.

Religious Activities/Right to free expression

Exeter Mathematics School is not affiliated to any religion or belief system and respects every student's right to practice their religion or exercise their beliefs in their chosen manner. As such we will make all reasonable efforts to accommodate diet, prayer or other acts of worship provided that in doing so, we do not impinge on the rights or freedoms of others.

Life-Skills – EMS flats

It is important that we prepare students to live independently. Students should leave EMS able to cook, clean, do laundry, etc.

The P&A Tutors will provide a programme of activities in which students may take part, to enable them to develop these skills. This could be done formally through small tutorials or informally on a one-to-one basis – students’ opinions will help to inform practice.

A record of students’ significant achievements will be kept, enabling us to recognise and celebrate their progress and success.

Life-skills will be delivered in a supportive and caring way, ensuring students are not under undue pressure. A balance will be found between supporting students in making progress and allowing them enough time and space to relax.

Risk-Assessments

All off-site activities or potentially dangerous activities (such as cooking) will be thoroughly planned and risk assessed. The Headteacher will review risk assessments prior to an activity taking place.

Health Care:

First Aid

The P&A Tutors will be trained and responsible for administering first aid to students whilst they are in residential accommodation in accordance with the School’s First Aid Policy.

The School Business Manager, Henry Cummins, has oversight of all first aid within the school. He will work with the staff to ensure there are comprehensive first aid kits maintained for use in school and accommodation.

A record of all treatment is kept. Incidents are recorded and forwarded to the Business Manager for permanent storage.

Health Management

All staff should be familiar with the students’ medical records. These will contain details, provided by students, of the students’ medical conditions and medication which they take. Students with medical conditions will also have a strategy for its management held on record.

Students who have specific support or care needs identified will have a Personal Care Plan (PCP). The pastoral team will work together with students to implement the PCP.

Students are all of a suitable age to be fully aware of their own conditions and to take an active role in its management. For example, asthmatic students should store and take their own medicine without the need for staff intervention. They should also be aware of any change in their condition and know when to seek medical advice or intervention.

Staff will support students by following the procedure within the School's:

- Health and Medical Policy
- Supporting Students with Medication Policy

Medical Treatment

Students will normally be responsible for the management and administration of their own medication as explained in the above policies.

If students are in need of medical treatment that is not first aid, they will be able to access this via one of the following:

1. NHS walk-in centre. *Open 8am to 4pm Mon to Sat and 10 am to 4pm Sunday*
Unit 4
31 Sidwell Street
Exeter
Devon
EX4 6NN
2. NHS walk-in centre *Open 7am to 10pm*
RD&E Hospital
Barrack Road
Exeter
EX2 5DW
3. For urgent NHS advice call 111
4. For an emergency call 999

Care of Ill Students

If students are taken ill during the evening or overnight, staff will follow the procedure as outlined in the School's Supporting Students with medical needs Policy. The condition of students who are unwell must be monitored at least once every two hours throughout the day as well as first thing in the morning and last thing at night.

A record of checks will be kept and shared with the School's daytime staff. If a residential student has been taken ill during the school day, staff will provide the P&A Tutors with a record of their checks during the afternoon handover.

If a student is too ill to attend school, parents will be contacted and arrangements made for them to go home. When this has not been possible the student may need to rest in the first aid room of the main school building throughout the day. On rare occasions, staff may provide emergency cover and stay with a student in the EMS flats until their parents are able to collect them. Parents may also be contacted in the event of illness preventing a student from attending school to discuss their wishes. It may be appropriate for a student to

remain at the accommodation unsupervised for a short time if it allows them to access the majority of the school day.

Facilities:

Bathrooms

Each room has an en-suite shower and bathroom. Students will be expected to keep their rooms and bathrooms clean and reasonably tidy.

Banking

There are cash-points within a couple of minutes of the flats in Exeter City Centre. A number of banks are also available.

Bedding

On consultation with our students, it was agreed that students will bring their own bedding to school. There will be a bed and mattress provided. Bedding can be provided by arrangement where necessary.

Bedrooms

All students have their own bedroom. Each bedroom contains a single bed, a wardrobe, a chair, desk with drawers, lamp, shelving, waste bin and notice board. Students are able to lock their own rooms. No one will enter a student's bedroom without them present. This is therefore a secure place for them to keep their possessions.

Communal Areas

Each flat has a single communal area for cooking, eating and in which to relax. Students are able to visit each other's flats without seeking permission from the P&A Tutors. The communal area will be cleaned by students once a week.

Drinking Water

Drinking water is freely available from the taps in the flat kitchens. Water coolers are also situated on each floor of the main school building.

Insurance

The School does not accept any responsibility for loss, theft of or damage to students' property unless it is caused by the School's negligence or breach of contract.

Student's possessions are covered **only** whilst the possessions are in their rooms, **but not** in the communal areas of, or outside, the flats. For details of the cover please see Appendix F. Students are advised to arrange their own insurance for items they wish to have covered.

Washing facilities

There is a washing machine in each flat. Students will be able to access this facility and washing powder will be provided.

Post

All post for students should be sent to the main school building (Rougemont House) marked FAO: students' name.

Shopping

A large range of shops is available in the city centre.

Telephones

There are no landlines in EMS flats. Students should bring & use their own mobile phones to make calls. If, on occasion, a student is unable to use their own phone and would like to contact their parents they may do so using the School mobile phone which is held by the P&A Tutor.

Television

All rooms have an IPTV point.

A television is available in the communal area. If you would like to watch television in your room, you will need to supply your own device and TV licence.

Wi-fi

There is wi-fi throughout the Flat and there is no additional charge for this service, subject to a fair-use agreement. Students are welcome to bring their own devices to access the internet.

Contact Information

School Addresses

Main School

EMS
Rougemont Flat
Castle Street
EX4 3PU

School Telephone Numbers:

Main School:

01392 429020

The School phones will be manned from 8:30 am to 5:00 pm.

The P&A Tutors will provide their numbers to you at the beginning of the academic year and will have their phones switched on only when they are on duty.

The best time to call the P&A Tutors will be between 7pm and 10pm.

Except in an emergency, **you must not call the P&A Tutors between 11pm and 7am.**

The P&A Tutor will have their phone switched on during this time for emergencies only. Please do not disturb their sleep – we want them fresh and fully functioning to support students the next day!

School Email Addresses

If your enquiry is not urgent, email is often the best way to get in touch with us. All staff regularly check their emails and will get back to you as soon as possible.

School Administrator & Clerk to Governors

janelucas02@exeterms.ac.uk

Lead Pastoral & Accommodation Tutor:

gracestrachan@exeterms.ac.uk

Designated Safeguarding Lead:

yasmintrevelyan@exeterms.ac.uk

Headteacher:

kerryburnham@exeterms.ac.uk

External Support & Advice

Abuse

Devon Domestic Abuse Support Service: 0345 155 1074

Eighteen and Under: 0800 731 4080 www.18u.org.uk

Rape and Sexual Abuse Helpline: 0808 800 0188

SAFE (Stop Abuse For Everyone): 030 30 30 0112

Careers Advice & Guidance

Careers South West: 0800 97 55 111

www.careerssw.org

Drugs and Alcohol

Free and confidential advice for under 18s:

Y-Smart: 0800 121 47 51

Forced Marriage

www.fco.gov.uk

020 7008 0151

General Advice and Support

Samaritans: 08457 90 90 90

Childline: 0800 11 11

Contact Youth Counselling Service: 0808 808 800

National Youth Advocacy Service: 0808 808 1001 www.nyas.net

Support Line: 01708 765 200

Youth Enquiry Service: 01392 331 666

www.supportline.org.uk – links to numerous support groups – search by topic

Free, safe and anonymous online support for young people: Kooth.com

Mental Health

Advice and guidance relating to young people's mental health can be found on the YOUNGMINDS website:

<http://www.youngminds.org.uk/>

0808 802 5544

Self-Harm and Suicide

Expert and confidential advice and support is available from PAPYRUS

<http://www.papyrus-uk.org/>

0800 068 41 41

Sexual Health

Brook offers free and confidential advice for under 25s: www.askbrook.org.uk or www.brook.org.uk or text: **07717 989 023** – you will be answered within 1 day.

The Sexual Healthline: 0300 123 7 123

Worth Talking About: 0300 123 2930 www.nhs.uk/worhtalkingabout

NHS direct: 111

Appendix A: Student Code of Conduct



Student Code of Conduct

Our School commitment to you

We will:

1. value people equally regardless of age, disability, gender, race, religion, sexuality and transgender status, in accordance with the School's 'Equality and Diversity' policy
2. keep working to make school life ever fairer and better
3. provide you with a safe and secure environment in which to learn
4. give you opportunities to improve your health and wellbeing
5. provide opportunities for you to give us feedback through the Student Council and the Governor Student Representative
6. offer you information, advice and guidance on progression and career opportunities
7. support you in your learning and wherever possible, provide resources which meet your individual needs
8. set progress targets with you that are achievable yet challenging
9. ensure that assessment of your learning is clear, regular and constructive
10. give you regular feedback on your progress through our reporting process
11. provide information to your parent/carers on your attendance and achievement
12. deal promptly and fairly with any complaints you may have

Your Tutorial and Enrichment Entitlement: All students at Exeter Mathematics School are entitled to receive support for academic and personal issues. This will include access to the tutorial and enrichment programme.

Please print your name:

Your signature:

Your commitment to the School

We expect you to:

1. have full attendance at all timetabled activities
2. be punctual for all timetabled activities
3. complete your work to the requirements of your course/teacher by agreed/set deadlines
4. take responsibility for your learning by participating in all learning activities and progress target setting and review processes
5. make learning successful for everyone by behaving in a way that promotes a co-operative, positive and productive learning environment
6. play an active part in equality and diversity, by respecting the rights of others and reporting inappropriate and unsafe behaviour
7. understand that if you are eligible for the Learner Bursary, payments are reliant on attendance, behaviour and commitment
8. seek help when you need it and take up the support offered to you
9. attend all scheduled learning support sessions if they are offered to you
10. pay all fees promptly when due
11. keep all social areas clean and tidy
12. carry your student identity card at all times! You will be asked to produce your ID card in order to use/borrow learning resource materials and to access other facilities at College.
13. respect the school environment by only eating and drinking (except water) in permitted areas and disposing of your litter. Please use the re-cycling facilities available to you

Tutor's signature:

What we do not accept at school:

We will not accept:

1. any form of bullying or discrimination
2. any form of physical, emotional or verbal threat to any other student or member of staff
3. any inappropriate language, disrespectful behaviour or abuse toward any student or member of staff
4. any actions that break the school Health and Safety rules, such as setting off of fire alarms or other unsafe behaviours
5. anyone coming on to any school site under the influence of illegal drugs, alcohol, or any other substance
6. the use, possession, or sale of alcohol, illegal drugs, solvents or other harmful substances, including herbal/new psychoactive substances
7. the carrying of any weapon or use of any item as a weapon
8. behaviour which causes a disruption to the learning of others
9. copying of the work of others (plagiarism)
10. any inappropriate use of I.T. including cyber or online bullying (see e-safety Code of Conduct)
11. the use of mobile phones or any other electronic devices in any teaching sessions - unless directed to do so by the teacher as part of learning
12. eating and drinking in the Physics laboratory and in College classrooms, workshops or learning environments.
13. smoking or spitting on any school site
14. damage to any school property - including graffiti
15. leaving of litter or gum anywhere but in the bins

Date

Failure to comply with any aspect of this Code of Conduct could result in disciplinary action being taken under the Misconduct Procedures.

Top Copy Student

Second Copy Student File

Appendix B: Accommodation Agreement Terms & Conditions

Accommodation is provided with the following terms & conditions as stated below:

1. The room is for the use of the Accommodation Occupant named below only. Other persons are not permitted to make use of the room during the absence of the Accommodation Occupant.
2. The Accommodation is to be used only for the purpose of residential student accommodation and must not be used for any other purpose, such as running a business.
3. Accommodation fees are payable for the whole academic year (or from date of occupation if after start of academic year), including any periods of absence through job shadowing, study tours, illness or if the Accommodation is vacated by the Accommodation Occupant before the end of the academic year. Fees must be paid in full in instalments as outlined in the Offer of Accommodation. The Accommodation Occupant and his/her parents/guardians will be responsible for payment of accommodation fees up to and including the end of the term if they decide to leave.
4. Where the Accommodation Occupant intends applying for a residential bursary, it should be noted that fees remain due & payable for any amount not covered by Student Support Fund. This applies in all cases, including failure to apply, failure of the application or exhaustion of the funds available.
5. If the Accommodation Occupant wishes to move to a different room or home they can only do so subject to availability and with the prior approval of the School.
6. If the Accommodation Occupant is away for a number of weeks within a term due to illness, the board & residence charge will be subject to a partial rebate to reflect the reduced cost of food.
7. The accommodation occupant agrees to abide by the regulations relating to the School Accommodation, printed in the Residents Guide and the School publications referenced within it. The School reserves the right to change, or put in place, rules if they are deemed beneficial for the School community.
8. The School may move Accommodation Occupants into alternative accommodation with one week's prior notice.
9. Accommodation Occupants must have a set of keys at all times. Should an Accommodation Occupant lose a key then this must be reported to the lead PAT. The keys will then be replaced at cost.

10. No Alcohol is to be consumed or brought into the Accommodation and those found doing so will be issued, in the first instance, with a written warning, a £50 charge, and any alcohol will be disposed of.
11. Over 18's are not permitted to consume or bring alcohol into Accommodation or provide alcohol to any under 18 students and those found doing will be fined £50 and issued with a written warning or, at the School's discretion, the police notified which will incur a further charge of £80.
12. Smoking, including the use of e-cigarettes, is not permitted in Accommodation. Doing so will result in a written warning and a charge of £50.
13. Non-prescription drugs (including "new psychoactive substances") or drug paraphernalia are not allowed on site at any time. Anyone caught in possession of or using controlled drugs or drug paraphernalia (cannabis, amphetamines etc.) will be subject to suspension pending investigation by SLT and the Police.
14. Accommodation Occupants must be in their own rooms by 10:30pm.
15. Accommodation Occupants must be respectful of other residents and family members by keeping noise to an acceptable level. Noise must not be at a level which is audible in neighbouring properties.
16. Accommodation Occupants must not use candles, oil burners, incense sticks, chip pans, any form of deep fat frying, sunbeds, or fireworks in or around the Accommodation.
17. Accommodation Occupants must not bring into the Accommodation any inflammable, toxic or counteractive items.
18. Accommodation Occupants must not put anything harmful or which is likely to cause blockage in any pipes or drains.
19. Accommodation Occupants must not possess any firearms (including replicas, models, airguns, pellet guns and paintball guns), knives or offensive weapons.
20. Accommodation Occupants must not bring animals into Accommodation other than as an aid for a disabled person and with the agreement of the Host family and/or safeguarding lead prior to the animal being brought on site.
21. Accommodation Occupants must not bring their own items of furniture into the accommodation, including electric (or other) heaters.
22. No vehicles or vehicle parts are to be brought on site.
23. The Accommodation Occupant must keep the room in the same state of repair as it was on arrival. Accommodation Occupants are responsible for cleaning their own rooms.

24. Accommodation Occupants must report any damage to the Accommodation or any failings in it to the Staff/Host Family within 24 hours of becoming aware of the damage or fault.
25. Any damage costs will be split between the relevant Accommodation Occupants within the flat unless the individual responsible can be identified.
26. Accommodation Occupants must not access the accommodation outside of permitted hours.
27. Accommodation Occupants will need to vacate their room during weekends, the half term holidays, Christmas holidays and Easter Holidays.
28. Accommodation Occupants may choose to leave possessions in their room outside of term time but the School does not accept any responsibility for any property left when the rooms are vacated.
29. The Accommodation Occupant must vacate their room along with all personal possessions by 3pm on the last day of each academic year and hand back all keys issued to them.

Rules and regulations relating to persons living in EMS flats are contained within the Student & Parent Guide to Residential Accommodation, which accompanies this agreement, and which the Accommodation Occupant is responsible for reading and understanding. If there are any questions relating to the rules and regulations or an individual requires assistance in reading the handbook, or wishes to obtain a large type version of the handbook, they should see a member of staff from the Pastoral Team in confidence. By signing this agreement, the Accommodation Occupant and his/her parents agree to be bound by these rules & regulations. Breaches of School regulations will result in disciplinary action being taken. This could be a warning, fine, suspension from school (in some cases this would be immediate), withdrawal from residential accommodation or expulsion from school accommodation, or expulsion from School.

If an Accommodation Occupant is asked to leave School Accommodation on disciplinary grounds, the School can stipulate that this will be effective immediately, where the individual's continued presence poses a potential risk to themselves or others at School.

Appendix C: Charges and Fines

All breakages will be replaced. The uninflated cost of doing so will be passed on to the student.

Behavioural Fine

£50	Possession of Alcohol on site
£50	Over 18s supplying alcohol to under 18s
£80	Over 18s supplying alcohol to under 18s if police are called
£50	Smoking on site, including e-cigarettes
£100	Tampering with fire equipment (plus additional costs for damage)
£40	On site without permission at the weekend – charge per person per night

Charges for Loss/Damage to Property & Contents

Payments for damage will be charged at the discretion of EMS, taking into account the behaviour leading to damage being caused. All charges made will be sufficient to cover the cost of the loss/damage. In addition to the indicative charges listed below, any damage to the fabric of the building and the furniture within it will be subject to charges. Replacement keys will be charged at cost.

£3.00	Bowl	£2.50	Squeezer
£5.00	Pasta Bowl	£1.50	Measure Sp
£4.00	Plate	£9.50	Chop Board
£3.00	Side Plate	£8.00	Mixing Bowl
£3.00	Mug	£4.50	Sm Msr jug
£1.00	Tumbler	£5.00	Lrg Msr jug
£3.00	Jug	£4.00	Baking Tray
£0.50	Cutlery	£22.00	Baking Tin
£0.20	Teaspoon	£4.00	Roast Tray
£2.00	Serving Sp	£14.00	Saucepan
£1.00	Wooden sp	£12.00	Frying Pan
£3.50	Whisk	£8.00	Wok
£2.00	Spatula	£31.00	Cass. Pot
£6.00	Kit. Knife	£7.50	Colander
£3.00	Veg Peeler	£15.50	Kit. Scales
£2.50	Kit. Scissors	£24.00	Elec. Mixer
£3.50	Grater	£14.00	Blender
£4.00	Garlic Press	£58.00	Kettle
£5.50	Can Opener	£42.00	Toaster
		£80.00	Microwave

Appendix D: Staff Code of Conduct

Staff are highly visible to our students and as such have to create a positive image to them. Staff should follow the following Code of Conduct at all times.

- Staff are expected to be role models for all School students and therefore conduct themselves in a professional manner at all times.
- Appropriately modest dress must be worn at all times.
- The Pastoral and accommodation roles are clearly visible ones, noted by all students, staff and visitors to the School when on duty: a professional approach to conversations and interactions with staff/students must be paramount.
- All staff when on duty are not allowed to consume/inhale/ingest any substances that would affect them in the operation of their duties e.g. Alcohol or drugs.
- Staff must not use any foul or abusive language towards any School student, visitor or staff member whether on or off duty.
- Good rapport and approachability with students must be maintained.
- Sexual relationships between staff and students whatever their age is strictly forbidden.
- Staff must not be seen to encourage students to smoke, especially within School grounds and buildings. It is assumed that if staff do smoke they will do this out of sight of the student body.
- Staff must not accept any gifts from students unless such gifts have been entered within the log and approved by the DSL in the first instance.
- Staff must ensure compliance with the School's Health and Safety Policy at all times.
- Staff must maximise to the best of their ability the privacy and confidentiality of all students within their care unless Police or external agency involvement is deemed necessary by the DSL.
- Staff must maintain procedures to maximise the Security of all Students within their care at all times, ensuring that all unknown visitors are challenged and any requests for information other than from parent/guardian are declined and logged.
- All incidents must be written up in RM integris on the evening of the appropriate duty.
- Staff must produce timely and accurate data / reports for their area of responsibility when required by the DSL.
- Staff are expected to maintain a consistent approach to all students and in the carrying out of their duties

Appendix E: Regulatory Compliance

EMS flats meet safety regulations, government standards & where applicable are HMO licensed.

All gas systems are professionally certified by a Gas Safe Registered Engineer annually. All properties have valid gas safety certificates.

All electrical appliances are tested annually by qualified electricians. The property has a valid electrical safety certificate.

Fire detection systems are fitted throughout the flats. They are all certified and regularly checked.

The property is fully insured and includes Public Liability Insurance. Please assist us by observing the No Smoking insurance requirement.

Condor is an accredited landlord with numerous associations nationwide: Residential Landlord Association, Landlord Accreditation Wales, North West Property Owners Association, Citywide Landlord Accreditation Safety Scheme & Liverpool Student Homes (Gold Standard).

Appendix F: Insurance Cover

Student's items are covered against fire, flood and theft up to the following amounts, whilst the possessions are *in their own rooms*;

Core Room Cover		Other Benefits	
	Limit		Limit
Total Student Room Contents Cover	£5,000	Theft of student's contents whilst in direct transit between University/College and their permanent home at the beginning or end of term	£500 per bag
Disabled Students Room Contents Cover	£6,000	Theft from Halls of Residence communal area following forcible and violent entry	£1,000
Single Article Limit (unless outlined separately)	£1,250	Theft from Halls of Residence communal area without forcible and violent entry	£250
Computer Equipment (eg. Desktops, Laptops, Tablets)	£2,000	Loss or damage to the student's personal belongings from the Halls of Residence communal area	£500
Computer Accessories	£150	Theft from any other property outside policy terms (following forcible and violent entry)	£500
Mobile Phone (forced entry only)	£500	Clothing damage by faulty laundry equipment	£300
Audio equipment, DVD & video players, computer consoles, hard drives and other data carrying media	£1,000	Food spoilage (loss of food from fridge/freezers)	£75
Computer games, CDs, DVDs, videos & records	£600	Replacement locks and keys (following damage resulting from burglary)	£350
Photographic Equipment	£1,000	Personal Accident Cover	£5,000
Sports Equipment	£1,000	Permanent Total Disablement as a result of an accident	Up to £50,000
Musical Instruments	£600	Accidental death or permanent total disablement of parent or guardian	£5,000
Clothing (single article limit)	£350	Liabilities	
Valuables including jewellery & watches	£600	Tenants Liability Cover	£5,000
Personal Money (forced entry only)	£50	Damage to Public Service Equipment (water, electricity, gas meters)	£150
Credit/Debit Card fraud (forced entry only)	£500	Personal Liability	£1m
University Property on Loan	£500		
Library books	£250		
Rented Household Goods	£1,250		
Contact Lenses	£150		

Key Exclusions - What's not covered

- **Accidental Damage**
- **Laptops and other Gadgets such as Tablets outside the room**
- **Mobile Phones outside the room**
- **Bicycles**
- **Musical Instruments outside the room**
- **Any other items taken outside the room**

Excesses

(the first amount you will have to pay for each and every claim):

Room Contents	£25
Laptops and Tablets	£50
Money and Credit cards	£25
Frozen Food	£10
Liabilities and Personal Accident Benefits	£25

Appendix G: Student Absence Flowchart for staff

