



Papdale Halls Residents Handbook

2016 - 2017



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Introduction

Dear Residents

It is with pleasure that we welcome you to Papdale Halls and our recently revised Residents Handbook.

This Handbook has been created in partnership with the residents at Papdale Halls through the Student Panel forum.

We wish to express our sincere appreciation to the Papdale Halls of Residence Student Panel, in particular, Robbie Thompson and Bob Brough for their hard work and dedication in helping us to create this Handbook.

Our staff, work closely as a team to ensure that you enjoy a wide and varied lifestyle during your stay at Papdale Halls and we are confident that you will feel happy and secure in our care.

We value all our residents' views and encourage you to develop your own opinions, think for yourselves and to take the initiative in your own learning and development. At Papdale Halls, we value our close links with parents, residents and the feeder schools and aim to maintain these links throughout the year.

This handbook contains useful information about your room and facilities within Papdale Halls of Residence and will provide answers to many questions frequently asked by residents coming into the Halls.

We provide accommodation for secondary students from both North and South Isles to enable them to complete their education at Kirkwall Grammar School.

Our staff team of dedicated care professionals look after up to seventy students in a safe and welcoming environment in which students can express themselves as individuals while developing social skills, independent living skills, and of course seeking to reach their full academic potential.

Contact Details

Registered Manager	Debbie Sclater
Address	Papdale Halls of Residence Kirkwall Grammar School (By Papdale Road) Kirkwall KW15 1QN
Telephone	(01856) 876060
Email:	debbie.sclater@orkney.gov.uk

Papdale Halls of Residence Staff Team 2016.

The Team at Papdale Halls of Residence consists of:-

- **Head Of Service** (Head of Housing and Homelessness) - Frances Troup
- **Registered Manager** - Debbie Sclater
- **Administration** - Sarah Hodgson
- **Senior House Parent's** - Danielle Leslie & Claire Jacobsen
- **Houseparent's** - Joanna Wood, Robert Macnamara & Rachel Tait
- **Assistant Houseparent's** - Lana Linklater, Tracey Stanger & Thomas Mills
- **Night Care Assistants** - Sheelagh Sneesby & Gillian Ritch
- **Domestic Staff** - Wendy Norquay, Isobel Barnett & John Flett
- **Catering Staff** - Susan Smith, Shona Wishart, Natalie Shearer, Angela Mcjury & Julie O'Neill
- **Janitor** - Michael Hamer
- **Laundry Assistant** - Emma Laird

PVG (Protecting Vulnerable Groups) Scheme:

Prior to commencing employment at Papdale Halls of Residence, all staff are required to be a member of the PVG Scheme. This includes care, catering, domestic, janitorial, administration and any other staff employed or volunteers.

Aims

The main aim of staff at Papdale Halls is to provide a safe and welcoming environment where our residents have access to high quality care and support.

To achieve this we aim to:

- Provide a welcoming environment where our young people can enjoy living together in a relaxed and harmonious way.
- Encourage positive attitudes and help you to develop confidence, self- esteem and a responsible caring attitude towards each other.
- Promote good use of leisure time and support your personal and social development.
- Provide an educationally rich environment and support everyone to fulfil their potential.
- Ensure the health and safety of young people at all times and support you to make healthy choices.
- Maintain good communication with parents/guardians.
- Maintain good communication and links with Kirkwall Grammar School and other key partnership agencies.

To meet these aims we do rely on the participation, support and co-operation of everyone concerned including you, parents, staff and other key partners.

We welcome your views and involvement in developing and improving our service.

Rights and Responsibilities of Young People

We consider every young person has the right:

- To receive a high standard of general care.
- To have your views heard and considered.
- To have access to medical/dental care as necessary.
- To privacy and dignity.
- To peaceful and comfortable sleeping quarters.
- To a healthy balanced diet.
- To feel safe, secure and be free of bullying.
- To enjoy your stay at Papdale Halls of Residence..

Also, we consider every young person has the responsibility:

- To be considerate of others in Papdale Halls.
- To demonstrate good behaviour, and honesty.
- To follow rules, routines, respect and cooperate with the staff.
- To complete homework and follow study routine.
- To respect the property of other residents and that of Papdale Halls..
- To maintain a good standard of general tidiness.
- To help others enjoy their stay in the hostel.

Arriving for the First Time.

When you arrive at Papdale Halls for the first time, one of our House Parents will greet you, you will be given a tour of the building, shown to your bedroom and introduced to other staff members.

You will receive a Welcome pack, which includes a welcome letter, a Residents Hand book, a Papdale Halls Handy Information Guide, a Service Directory, a street map of Kirkwall and an Internet Safety Leaflet.

We hope your welcome pack will provide you with all the information you need, however, staff are here to ensure you feel supported and are confident with your surroundings. Should you need any other information, please speak to one of the House Parents or assistant House Parent.

Accommodation

We are proud of our environment here at Papdale Halls and our staff and residents work hard together to make sure it is safe, clean and comfortable.

We understand that accidents can happen, however any damage to furniture, fixings and fittings which is found to be intentional is not acceptable. A bill for the cost of any repairs or replacements will be sent to your parents/carers in such a situation.

TV & Gaming

There are a number of televisions available for watching your favourite shows, playing games and watching DVDs. These are found in the lower level communal areas and we ask that you show some consideration and respect to your fellow residents when using them. The highest rating of any DVD's or Games brought in to Papdale Halls is 12, this is to ensure no inappropriate material is viewed or heard by younger residents.

Library

There is a well-stocked library at Papdale Halls of Residence, with a selection of fiction, non-fiction, and reference books. In addition to this, residents of Papdale Halls of Residence have access to the full range of services available from Orkney Library and residents are encouraged to make use of this service. Furthermore, the library has a number of desktop PCs for quiet study, and a Smart Board for presentations, study guides or homework preparation.

Further information about Orkney Library is available online at:

www.orkneylibrary.org.uk/

Laptops

Residents have access to laptops which are equipped with Microsoft Office and Skype. These are available for residents to use for homework, study, and internet browsing. These must be signed out by residents at the front desk and once signed out; the resident is responsible for its safe keeping, safe use and return. All laptops should be returned to reception by 22.30.

Wi-Fi

Wi-Fi is available throughout Papdale Halls of Residence. The Wi-Fi facility is turned off at 11:30pm and enabled again at 6:30am each morning for the safety and comfort of all residents.

Coffee Bars

There is one Coffee Bar on each level of Papdale Halls of Residence; these are communal areas whereby residents can socialise, engage in group study, or quiet study. There are tea and coffee making facilities and a small fridge for your comfort and convenience. There is a clear expectation on any resident using the coffee bar area that they clean and tidy the area after they have used it.

Routines

The staff team ensure that there is a consistent approach to all of your routines, which means that it is much easier for all residents to learn and retain.

Routines are designed not to be restrictive, but are there to ensure that Papdale Halls of Residence is a safe and comfortable place to stay.

By ensuring that there are positive routines in place every day then all residents know what is expected of them in respect of:

- morning routines
- evening routines
- daily registration
- supported study
- extra-curricular activities
- use of communal areas
- use of Kirkwall Grammar School facilities
- visitors

Breakfast

Available from 7.40am – 8.30am; residents have the option of toast and cereals, fresh fruit, yoghurt, with a hot option available on Fridays. There is also a selection of fruit juices, milk, tea or coffee.

Evening Meal

This is served at 5pm, however if you have an extra-curricular activity you may request a late meal.

Supper

Available at 8pm each evening and choices include toast, crackers, oatcakes, cheeses and spreads, fruit and yoghurts. There is access to fresh drinking water and water boilers for making hot beverages throughout the day.

Meal times

From Monday to Friday, breakfast, dinner and supper are served in the dining room. We encourage healthy eating and our aim is to provide every resident with a high quality and varied diet, copies of the menu are displayed around Papdale Halls of Residence.

Papdale Halls of Residence catering staff provide well-balanced, nutritious meals whilst taking into account ethnic, cultural, religious food preferences and specific dietary needs. We encourage healthy eating and promote an active lifestyle.

Access to Papdale Halls of Residence

Papdale Halls of Residence is fitted with a secure entry system and all residents are issued with an electronic wrist band/card. This will give you safe access to the building, and to your own bedroom. You are responsible for the safe-keeping of your wrist band/card.

All residents are required to pay a deposit of £3.50 for their waistband, this is refundable when you leaves.

Should you lose/damage you wristband, you will be required to pay an additional £3.50 for a replacement.

The building has two wings, one for male residents and one for female residents. To ensure the safety and security of all residents, these wings are gender based, and therefore, young people are not permitted to access opposing gender wings.

To ensure everyone's safety, there is a signing in and out book which staff will show you when you arrive. You are responsible for signing the book when you leave the building, and when you return.

Community Safety.

The transition from home to Kirkwall may be overwhelming for some young people, whilst others will embrace their new environment. We will provide your child with advice on how to stay safe such as:-

When you are out and about we advise you plan ahead and be aware of your surroundings. Try to avoid walking alone at night. Try where possible to be in groups of 2 or more, especially if you are younger. Since this is not always possible take some simple precautions:

- If you are meeting up with friends we would advise you to arrange a specific time and place to meet and the route they will be taking.
- Take a mobile phone with you with PHoR telephone number added to contacts.
- Try to keep to busy well lit pavements, walking in the middle of the pavement.
- If possible walk facing oncoming traffic.
- If you think you are being followed cross the road and keep walking to a busy well lit area, shop or house.
- Do not travel in a vehicle unless it is a pre-booked taxi or public transport.

If something happens which makes you feel unsafe whilst away from PHoR please contact PHoR or Police Scotland (101).

Your parents/carers permission is required in order that you can access the community unsupervised.

Supported Study

All residents between the school years of S1 and S3 are required to attend supported study each evening when residing at Papdale Halls of Residence. The aim of supported study is to support residents with their learning, help improve academic progress, and make sure that any strengths or areas for improvement are discussed with staff to make sure that you have the best support available. These sessions are take place from Monday to Thursday at 6pm, and normally last one hour.

Laundry

Residents are expected to change their bed linen every Monday or Tuesday evening; this will be supported by staff if necessary and used bed linen, along with towels should then be taken to the main laundry. You would then have access to fresh, clean bed linen and towels to make your stay more comfortable.

There is also a residents' laundry which you can use if you wish to wash or dry your own clothing during your stay. You are responsible for your own items when using the laundry facilities and we ask that you do not leave your laundry unattended.

There are three washing machines and dryers available, with washing powder and fabric softener provided. The machines are coin operated, and a member of staff will show you how to use these. There are also irons and ironing boards available for your use. If you require assistance with any of your laundry requirements then please ask a member of staff who will be happy to help.

Looking after your bedroom

You are expected to keep your room clean and tidy and change your bedding and towels weekly. You are provided with a laundry bag in which to keep your laundry. To ensure your safety and comfort, your bedroom and bathroom floor must be kept clear of clothes, towels, bags, and other objects.

Residents are encouraged to bring personal items to Papdale Halls of Residence such as laptops, tablets and other devices however these are your own responsibility. Papdale Halls of Residence do not accept any liability for your own personal belongings. It is therefore recommended that you keep your bedroom secure at all times.

To ensure the safety of everyone in the building, any personal electrical equipment such as hair dryers, straighteners or phone chargers must be switched off after use. All electrical items must be maintained to safe standard as poorly maintained electrical items can pose a fire risk. Daily checks are carried out in all areas of Papdale Halls, any faulty or unsafe electrical items will be removed by staff and sent home to parents/carers.

Please feel free to bring in personal items to personalise your bedroom, we would like you to feel that this is your space and that you can feel happy and relaxed in your space.

Bed Times

Papdale Halls of Residence has a strict night time routine which is based on residents' ages and times are set out below:

Year	Time In	Upstairs	In room
S1	8.30pm	9.00pm	9.30pm
S2	9.00pm	9.30pm	10.00pm
S3	9.30pm	10.00pm	10.15pm
S4	10.00pm	10.30pm	10.45pm
S5	10.15pm	10.4pm	11.15pm
S6	10.30pm	10.45pm	11.15pm

It is very important to be mindful that other people may be sleeping when you go up to your room at night. Please keep the level of noise to a minimum.

Visitors

We hope that you will make some new friends at school, and we are happy for you to bring your friends or family member into Papdale Halls of Residence.

All visitors to Papdale Halls of Residence must be signed in at the front desk. Visitors are requested to leave the building by 9pm or 5pm if in after school.

To ensure the safety, privacy, and dignity of all of our other residents, visitors must remain in the lower ground floor areas. If your family come to visit, we have a comfortable family room where you can spend time together without being disturbed.

Smoking

Papdale Halls of Residence operates a strict no smoking policy. Smoking is not permitted on the grounds or in the buildings including toilets, corridors, staff rooms, car parks and playing fields. This also includes the use of e-cigarettes which are also not permitted. This is in line with Orkney Islands Council 'No Smoking' Policy.

Substance Misuse

Papdale Halls of Residence is committed to a zero tolerance approach to the use of alcohol, drugs, or new psychoactive substances (legal highs).

If any resident is found in possession of any of these substances or under the influence of them, this will be treated very seriously and Police Scotland may be involved.

There will be consequences to any resident found to be in possession of alcohol or drugs at Papdale Halls of Residence, which could also include temporary suspension or permanent exclusion.

Health & Medication

When residing at Papdale Halls of Residence, you may be temporarily registered with a local GP. This will not affect your registration with your local community GP; however this will ensure that you have access to medical care and support if you need it.

Prior to your arrival, your parents/carers will have informed us of any allergies you may have, or medication that you are on. This is to ensure that your dietary requirements or preferences are met and to ensure House Parents are aware of any health concerns.

If you feel that you would like to keep your own medication, we are required to gain consent from your parents. We carry out what is known as a risk assessment. This is a short questionnaire to make sure that you know how to store and take your medication safely.

If you choose to keep your own medication, staff will ensure that you know how to safely store this in your bedroom and make sure you are aware of the importance of keeping this medication safe.

If it is deemed necessary for staff to store and administer your medication, it will be kept by staff in the locked medication cabinet. Papdale Halls of Residence care staff are trained in making sure that you will get your medication safely, and at the prescribed times.

Any resident feeling unwell should inform a member of staff as soon as possible. Doctor's appointments can be made by staff and parents/carers will be informed if you are unwell and after a visit to the Doctor.

Should any illness last to a second day, your parents/carers will be informed and they will make arrangements to take you home.

Note

If you have been absent from school due to sickness, you will be expected to stay within Papdale Halls during the evening of your illness to ensure your recovery is monitored.

Risk Assessments

Risk assessments may be carried out on certain activities. Keyworkers will check with each young person during their reviews as to the activities they would like to take part in if not already doing so.

Study Leave

During Study Leave residents are expected to be at home. Papdale Halls does not offer study facilities during the school day, therefore, any resident who chooses to stay at Papdale Halls during study leave, instead of going home, will attend school as normal. This should only occur however, when for example, there is an exam on the Monday and again on the Wednesday where it may be too much to travel home. Any request beyond this should be discussed with the Manager.

Anti – Bullying

Bullying is behaviour that can leave people feeling hurt, threatened, frightened and left out. It is a combination of behaviours and the impacts they have.

Bullying can be a range of behaviours, including:

- Name calling and teasing
- Hitting or spitting
- Damaging or taking other peoples belongings
- Ignoring or leaving people out
- Sending abusive texts, emails or messages online
- Spreading rumours
- Targeting someone for who they are or are perceived to be

This behaviour can harm physically or emotionally and, while the actual behaviour may not be repeated, the threat may be sustained over time, typically by actions such as looks, messages, confrontations, physical interventions, or the fear of these. A bullying incident only has to happen once to have a lasting impact on a person.

Papdale Halls of Residence recognises that some of our residents may suffer from bullying to a lesser or greater degree. The inappropriate use of social media can result in cyber bullying. It can be an individual who is doing the bullying or a group. The vital part for us all is not to underestimate the fear that a bullied person feels and that for both the victim and the bully the effects can be extremely damaging. Papdale Halls has a **zero tolerance** approach to bullying.

Staff, friends, family who see, suspect or are told about bullying taking place should pass on their concerns to the Keyworker of the person, or other member of staff, as soon as possible. Staff to whom a resident has reported or who suspects bullying is happening will be involved in the follow-up work if appropriate.

Staff have a knowledge of each individual resident and are trained to ensure that all sides of a situation are examined, to work with all involved and to resolve the conflict through ongoing support/counselling to both sides. No single method can be used to deal with all bullying situations and the response depends on the particular circumstance in each case.

Promoting Positive Behaviour

We understand that living away from home can be a difficult and challenging experience for many young people; however we do have expectations and guidelines on the behaviour of all our residents at Papdale Halls of Residence. We believe that all Papdale Halls of Residence residents want to behave well. We believe that our residents are happy when they behave well and when they feel valued and respected by others.

We also understand that poor behaviour can be rectified; we do not make a judgement about it and aim to support all our residents in promoting positive behaviour. To ensure that all our residents know what is expected of them we have five basic guidelines:

- Respect others
- Respect yourself
- Respect Papdale Halls of Residence
- Respect the staff
- Respect the public

Papdale Halls of Residence is committed to supporting all of our residents through the quality of our relationships with each other and residents, and frameworks that we put in place. Staff are also required to follow Orkney Islands Councils' organisational guidelines.

The Papdale Halls of Residence Framework consists of residents':

- rights and responsibilities
- shared language
- rules
- routines

Sanctions

It is hoped by following the guidelines on conduct and the rights and responsibilities included in this handbook that there should be little need for sanctions to be placed on residents. On those occasions when residents do misbehave, the types of sanction which could be used are: - being confined to the building. In the cases where a serious offence has taken place, different strategies will be used. This may include informing and involving parents/carers, suspension and could ultimately lead to the exclusion of a resident from Papdale Halls of Residence.

Complaints

If something goes wrong or you are dissatisfied with our services please tell us. Your opinions are extremely important to us, and by providing your views we can continuously improve the quality of services. We encourage you to give your views and suggestions whether positive or negative.

We try really hard but sometimes we do not get things right. If you are unhappy about any aspect of the services provided then you have a right to complain. You can complain in two ways:

1. Orkney Islands Council Complaints Procedure
2. Care Inspectorate

We have enclosed the Orkney Islands Council 'How to Make A Complaint' guide with this handbook.

In the event that you were still not happy, you could submit a formal complaint to the Care Inspectorate. Papdale Halls of Residence is regulated by the Care Inspectorate therefore you also have a right to complain to them.

If you want to raise a concern or complain about us you can:

- Telephone the National Enquiries Line on 0845 600 9527
- Complete the online complaints form at www.careinspectorate.com

If you think that you need independent help to make your complaint, an independent advocacy may be able to help. You can find out more about advocacy services in your area by visiting www.siaa.org.uk

The information in this booklet is available, on request in a range of formats such as audio format, Braille or large print. It can be made available in other languages on request.

Participation Strategy

It is the intention of the Halls that our young people are included as much as possible in participating in all areas of Halls life. This includes:

- Residents Panel
- Youth Group
- Suggestion Boxes
- Various questionnaires to residents and parents/carers
- Regular one-to-one reviews with Keyworkers
- Young people involved with showing any applicants for posts around the hostel and wherever possible undertake a more active role
- CEOP / Bullying and other workshops
- Youth Achievement and Dynamic Youth

SSSC Registration

All care workers within the Halls are required to register with the Scottish Social Services Council (SSSC). Registration of care worker plays an important role in improving safeguards and developing higher standards for the people using the service.

To register with the SSSC, care workers must satisfy the criteria for registration. This includes achieving the appropriate qualification for the job they do.

The staff at Papdale Halls are qualified or working towards a minimum of Higher National Certificate (HNC) and Scottish Vocational Qualification (SVQ) or equivalent recognised qualifications that meet the registration requirements set out by the SSSC for worker in school care accommodation services.

PVG Scheme

Prior to commencing employment with Papdale Halls, all staff are required to be a member of the PVG Scheme. This includes care, catering, domestic, janitorial, administration and any other staff employed.

Staff Qualifications

Name	Professional Development Award in Leadership & Management for Care Services	SVQ4 Health & Social Care (Children & Young People)	SVQ3 Health & Social Care (Children & Young People)	HNC Health & Social Care (Children & Young People)	Other Qualification
Debbie Sclater	✓	✓	✓	✓	
Danielle Leslie	N/A	In progress	✓	✓	1 st Line Management
Claire Jacobsen	N/A	In progress	✓	N/A	Dip HE Education Studies
Robert Macnamara	N/A	N/A	✓	✓	
Joanna Wood	N/A	N/A	✓	✓	
Sally Flett	N/A	N/A	✓	✓	
Lana Linklater	N/A	N/A	✓	In progress	SVQII Health & Social Care
Thomas Mills	N/A	N/A	✓	N/A	HND Marine Engineering
Tracey Stanger	N/A	N/A	In progress	✓	SVQII Health & Social Care

Fire Precautions

Staff hold regular fire drills (including drills at night). Fire equipment is properly maintained and regularly inspected. Staff keep records of incidents, drills and inspections, including how long it took to evacuate the building.

To ensure the safety of all residents and staff, the management ensure that all relevant fire safety related equipment is in place and maintained and that detailed evacuation procedures are in place and are periodically tested for effectiveness.

Where there is electronically operated equipment installed within the premises for example, electronically operated doors, locks, management ensure that such equipment is installed to meet the current fire safety guidance and Building Regulations.

The needs and assistance required by any resident with a physical disability and/or additional needs will be discussed with the individual and a Personal Emergency Evacuation Plan (PEEP) will be established.