



**GLENCRUITTEN HOSTEL**  
Handbook  
2014-2015

## **Aim of Glencruitten Hostel**

To provide young people with a homely environment where you can develop in confidence, make new friends and focus on your school work, enabling you to achieve your full potential in all areas of life.

To do this we will:

Keep in regular contact with home and Oban High School

Respect your rights especially those of privacy and confidentiality, listen, be sensitive and provide equal opportunities for everyone in Glencruitten Hostel.

Encourage and help you with your school life and work.

Provide comfortable accommodation and maintain high standards of cleanliness and safety throughout the building.

Offer support in aspects of health, hygiene and leisure pursuits.

Encourage you to become involved in hostel life and to be aware of not only your rights, but also your duties and responsibilities.

Provide a secure and supportive environment where you are protected from any form of physical or emotional abuse.

To meet these aims we rely on the support and co-operation of you, your family, and staff within Oban High School as well as Glencruitten Hostel.

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## **WELCOME**

Glencruitten Hostel provides accommodation and support for young people studying in Oban High School who live too far away to travel every day. Young people from the islands of Colonsay, Coll, Mull, Lismore, Iona, Kerrera, Shuna and Easdale as well as from Bridge of Orchy may stay at Glencruitten. With the exception of young people from Coll and Colonsay, young people are resident between Monday and Friday.

Glencruitten Hostel is fully staffed from Monday to Friday. There are reduced staff members at the weekend to accommodate young people from Coll and Colonsay who are not always able to return home at the weekend. The Hostel is closed during school holidays.

Glencruitten Hostel's aim is to provide a friendly and caring environment where young people have access to help and support. We operate an Open Door Policy, welcoming young people, parents and family to contact or visit Glencruitten at any time.

This handbook provides basic information about Glencruitten. If there are any questions or further issues, which you wish to discuss, please feel free to telephone or visit the Hostel.

Your contacts are

Francesca Bichard  
Officer in Charge

Postal Address:           Glencruitten Hostel  
                                  Dalintart Drive  
                                  OBAN  
                                  Argyll  
                                  PA34 4EF

Telephone:                Office   (01631) 562895 or 562875  
                                  E-Mail  francesca.bichard@ argyll-bute gov.uk

## **1. PRACTICAL MATTERS ADMISSIONS POLICY**

Allocation of a hostel place is made on the grounds of geographical location and in exceptional circumstances specific educational need.

Glencruitten Hostel provides accommodation for young people from Colonsay, Coll, Mull, Lismore, Iona, Kerrera, Shuna, Easdale and Bridge of Orchy.

### **ADMISSIONS PROCEDURE**

In February letters are sent out to Oban High School partner primaries inviting P7 parents to apply for a hostel place for their children.

On receipt of a completed application form the staff will send out to parents:

- A letter confirming that the young person has a place in Glencruitten Hostel.
- An invitation to visit Glencruitten Hostel.

In May a senior member of staff from Glencruitten Hostel, along with Oban High School staff, will visit young people at the feeder Primary Schools. These visits provide opportunities for parents and young people to find out more about the transition to Oban High School and life in the hostel.

Induction Week in June gives young people a chance to get a feel for hostel life, an idea of the routines, familiarise themselves with other young people, and meet up with their buddies. Wherever possible their hostel befriender will be their school befriender.

### **ACCOMMODATION**

Glencruitten Hostel has accommodation for over 80 pupils. There is ample communal living space including a large common room, 2 game rooms and various smaller rooms. There is a well equipped study with ten PCs and controlled internet access.

Bedroom accommodation comprises a mix of single, double and triple rooms. Single and double rooms are normally allocated to older residents, whilst younger residents occupy the triple bedded rooms. We have a bedroom with ensuite facilities on the ground floor that is DDA compliant.

Young people are consulted during the spring term about room requests for the following year and individual preferences are accommodated where possible. As part of the induction procedure young people, their parents and primary school staff are consulted about room arrangements for new pupils.

## **TRAVEL ARRANGEMENTS**

Parents have a legal responsibility to ensure that their children attend school. Argyll and Bute Council help parents to meet their responsibilities by providing financial help towards the costs of transport; this is usually in the form of ferry tickets and/or bus transport. The replacement of lost tickets is the responsibility of the young person and their family.

Where young people are unable to attend school, parents must contact Oban High School **and** Glencruitten Hostel. Staff at Glencruitten Hostel cannot authorise any early departures or absences; parents must make direct contact with the school.

Although parents are responsible for the transport of their children to/or from the ferry terminal in Oban, hostel staff frequently make arrangements to meet ferries and transport bags. Hostel staff cannot provide transport for a child when this involves an absence from school except in the case of illness.

In addition parents **must** notify staff of any change to their child's usual travel routine or if their children are not returning to the hostel for any reason. This is particularly important on a Monday when there is a huge time gap between when young people leave home and when they return to the Hostel.

## **SCHOOL HOLIDAYS / WEEKENDS**

The Hostel opens for young people the night before the new term begins and closes on the last day of term. If weather does not permit pupils to travel, the Hostel will accommodate the pupils until such times, as it is safe to travel. At the end of the winter term young people may travel on the penultimate ferry sailing. This is to ensure the young people get home for Christmas; this is not the case for the other terms.

The provision of accommodation to enable a young person to take part in a weekend school activity is at the discretion of senior Hostel staff and must be agreed in advance.

Young people will be expected to make a positive contribution to the communal life of the hostel for example by clearing away after mealtimes and helping at supper time. During the weekend they will also be required to complete their personal washing and ensure that they are prepared for school on Monday morning.

On weekends when there are young people resident in the hostel a more flexible routine is followed which acknowledges the needs of the individuals present.

## The Hostel Study



## Pool Tables and dining area (in background)



## **STAFFING**

### **Care Staff**

The care staff members are responsible for the day to day care of the young people and for ensuring that the Hostel is run efficiently.

The care staff will wake you up in the morning; check that your rooms are tidy and that you are ready for school. After school they may take you to activities such as swimming, help you with study and generally keep an eye on you. Meals and bed times are supervised. If you are worried or unwell, they can contact home.

Officer in Charge	Francesca Bichard
Assistant Officer in Charge	Janine Fleming
Assistant Officer in Charge	Linda Johnstone
Assistant Officer in Charge	Helen McClymont
Houseparent	Mary Bain
Houseparent	Christine Nicol
Houseparent	Maggie Smith
Houseparent	Heather Mackinnon
Houseparent (p/t)	Carrie Craik
Houseparent (p/t)	Yvonne Johnston
Houseparent (p/t)	Laura MacMillan
Waking Night Staff	Carol Sneddon
Waking Night Staff	Alison Sutherland
Waking Night Staff	Anne Files
Admin. Assistant	Ann MacIntyre

## **Domestic, Catering and Janitorial Staff**

The Domestic Staff are responsible for keeping the buildings clean and tidy. The catering staff members provide breakfast and tea in the week and all meals at the weekend. Please help them by keeping your room tidy, picking up all your litter and clearing away in the dining room.

Janitor

Sean Hughes

Domestic & Catering Supervisor

Lorraine Campbell

Cook

Hazel Silvester

Kathleen Reilly

Marie Cooke

Maureen Main

Linda Scott

Marlene Armstrong

Lyn Ferguson

Amina Coppica

Tina Forgivee

## **The Dining Area**



## 2. ROUTINES

The Hostel routines are structured in a way to ensure everyone's safety and to provide a positive environment for learning and care.

### Hostel Timetable

0745	First wake up call
0800	Second wake up call
0800	Breakfast served until 8.30am
0855	Leave for school
1540	Fruit, biscuits and juice
1700	Tea served until 5.30 pm
2045	Supper
2130	S1, S2 Upstairs
2200	S3, S4 Upstairs
2200	S1, S2 in bed centre light out
2230	S1, S2, S3, S4 All lights out and settled
2245-2300	S5, S6 Upstairs
2300	S5, S6 in own room

### STUDY

Oban High School issues homework planners to all young people and suggests that each young person should be spending the following amount of time on homework/study each week:

S1	3-5 hours per week
S2	4-6 hours per week
S3	5-7 hours per week
S4	6-8 hours per week
S5/6	8-12 hours per weeks

Young people are encouraged to use the study within the hostel to complete their homework/study.

We have a very well resourced study with 10 PC's equipped with Windows XP Pro, Office Professional, and full Internet and E-mail access. We also have a selection of reference books, past papers and other revision resources. Staff liaise closely with Oban High School staff to assist pupils with identified needs.

Young people are encouraged to take part in supported study and other extra curricular activities on offer at Oban High School and elsewhere in Oban, for example music and sports activities. All the school facilities are available to school/hostel young people in the evening.

## MEALS

From Monday to Friday breakfast, tea and supper are served in the dining room. Lunches are provided, free of charge at the school. During the weekend all meals are provided. The catering staff members provide well-balanced nutritious meals and take account of ethnic, cultural and religious food preferences and special dietary needs.

During meal times young people must:

- sign in for all meals during the week
- eat their meals in the dining room
- behave in an appropriate manner
- clear tables at the end of meal

## SIGNING OUT

The hostel's signing out procedure is in place for the care and safety of all residents.

	<b>AFTER SCHOOL</b>	<b>EARLY EVENING</b>
S1	3.40pm – 5.15pm	5.30pm – 8.15pm
S2	3.40pm – 5.15pm	5.30pm – 8.15pm
S3/4	3.40pm – 5.15pm	5.30pm – 9.00pm
S5/6	3.40pm – 5.15pm	5.30pm – 10.00pm

- Before young people can sign out they must agree their plans with care staff.
- Staff need to be sure that the planned activity is appropriate and is not likely to present a significant risk to the young person.
- When pupils are signing out, they must state where they are going, when they are going and with whom they are going.
- Young people must return by the agreed time.
- Young people must demonstrate to care staff that they can meet their study commitments before signing out.
- S1 pupils must be accompanied by another pupil or adult at all times
- S2 / S3-4 pupils are advised to be in the company of another pupil or adult after tea.
- Senior staff will always consider any special requests. For example birthdays.
- If a young person has a regular arrangement to visit a friend or relative the parent must confirm this in writing in advance so a record can be placed on the young persons file. On each occasion a follow up telephone call is required.
- The hostel does not permit pupils to travel in anyone's motor vehicle other than those of immediate family members.

## **FIRE DRILLS**

All fire equipment is inspected and maintained on a regular basis. Fire drills/practices are carried out on at least a termly basis. This is to ensure all pupils and staff members are aware of the routines, in the event of a fire.

If the alarm sounds, all residents must leave the building immediately through the nearest door in a quiet and orderly fashion and proceed to assembly area. At the assembly area residents must stand in a quiet and orderly line and follow instructions given by staff or senior residents.

The assembly area is to the East (railway side) of the Annex and Girls Block

It is the duty of every resident to know the following:

- Where to assemble if the fire alarm sounds
- Their nearest exit route
- The location of the nearest 'break glass' alarm in relation to their room

Fire doors must not be used to exit the building except during a fire drill. Fire exits, smoke detectors, fire alarms and fire extinguishers serve a very important purpose. Young people tampering with or interfering with any of these can expect to be severely disciplined.



**TV area in common room**



**Male bedroom**

## **ANTI-BULLYING POLICY (see Appendix 1)**

The Scottish Council for Research in Education highlights the need for continuous care in schools and elsewhere, to prevent bullying. The staff members here are constantly alert to the inherent dangers of the many different types of bullying behaviour. Young people are made aware that bullying of any kind will not be tolerated. Help will be promptly given to any young person experiencing problems. (See appendix 1).

An example of a system within Glencruitten Hostel which ensures young people have a voice is the 'buddy' system. Here older residents help and support younger residents. We urge young people to tell a member of staff, their parents or buddy if they experience bullying of any kind. Any form of discrimination will be challenged.

Young people at Glencruitten Hostel are encouraged to become part of working groups which provide an opportunity to contribute to the on-going development of the hostel. Through these groups young people have been involved in discussions on sanctions, food provision, and new facilities.

Young people often have relationship difficulties which affect them in the hostel, at school and in the community. Hostel staff and Oban High school Guidance teachers work together to provide the best support possible when children are experiencing these difficulties.

## **PARENTAL CONSENT/PERMISSIONS**

- Hostel staff members are unable to give permission for any over night stay with friends/relatives. In all such instances parents are required to provide notification to hostel staff in advance that their child/children will be absent from the hostel and that by doing so accept full responsibility for their child/children during the period of absence.
- Hostel staff members are unable to vet or make decisions about young peoples' relationships; this is a decision for parents.
- If a young person has a regular arrangement to visit a friend or relative the parent must confirm this in writing in advance so a record can be placed on the young persons file.
- If a young person is visiting a friend then this is the parent's decision and care staff must be notified in advance.
- Hostel staff members are unable to sign school consent forms. Oban High School staff members are aware that hostel parents need to receive forms well in advance. Parents must contact Oban High School directly if consent is required at short notice.

## **PARENTAL CONTACT**

Parents are welcome to telephone or visit the hostel at any time. Parent Evenings and Open Nights at the school are often a good time to come to the hostel too. Staff will be more than happy to discuss any concerns you may have.

To ensure your child's safety and well being it is essential that parents keep staff informed of any significant issue affecting their child, for example: change in travel arrangements, absences, a family bereavement or relationship problems.

In cases of emergency, hostel staff must always be able to contact parents. If you are unavailable for any reason, please provide the hostel with alternative contact details in advance.

Reports will be issued in June each year to keep you informed of your child's progress within the hostel. During the autumn term staff will contact 1<sup>st</sup> year parents, to discuss with them how their child is settling in and coping with communal living.

There is continual dialogue between the Hostel manager and the senior leadership team in Oban High School. Additionally key workers and Guidance teachers work together.

Parents must complete a hostel personal record form for their child this ensures that staff members have access to all the relevant information relating to a young person.

At Glencruitten Hostel a member of staff will be allocated to your child as a 'key worker'. The allocation of a keyworker ensures that young people receive appropriate and co-ordinated care while resident at the Hostel. Your child's keyworker is the first point of contact between the hostel and parents, although you are welcome to speak to any member of staff. Parents will be informed who their child's key-worker is through the reporting system.

## **CARE, DISCIPLINE, SANCTIONS**

Glencruitten Hostel aims to provide a supportive and caring environment, where pupils grow in confidence. All pupils must follow the rules and routines of the Hostel. When Hostel staff become aware that a young person is acting in a way which could be harmful to themselves or others, is being destructive to their own, others or Hostel property or fails to follow the rules, a staff member will speak with the individual young person concerned. The purpose of this discussion is to ascertain the facts of the matter whilst giving the young person an opportunity to express their views. Any incident will be dealt with promptly and with parental involvement, if necessary.

There will be times when it may be necessary to sanction a young person, i.e. if a young person is late back for signing in etc. The sanction will reflect the

inappropriateness of young person`s behaviour and/or attitude and will be administered at staff`s discretion.

Sometimes continued negative behaviour can be an indicator that a young person is unhappy. It is important that staff, parents and the young person communicate regularly and work together to resolve matters.

Examples of sanctions used within the hostel are

- Young people being sent to bed early
- Young people being given extra supper duty
- Young people being grounded.
- In certain circumstances suspension, (see below)

Examples of behaviour which could lead to suspension include

- Violence, (verbal or physical), towards staff or young people
- Persistent bullying
- Vandalism
- Alcohol/drug related incidents
- Persistent refusal to follow instructions

In certain circumstances, (e.g. relating to the health and safety of others, suspension from the hostel may lead to suspension from school or vice versa. Each incident will be adjudicated on an individual basis by the Hostel manager and the Head teacher. Argyll and Bute`s “Indiscipline and Exclusion Procedures” are followed.

**Possession or consumption of alcohol and/or drugs is strictly prohibited. As is any form of solvent abuse.**

Young people can expect their hostel place to be temporarily suspended if found to be involved in any substance misuse.

In addition hostel staff will:

- Meet with the young person and his/her parent/s prior to their re-admission.
- Inform the Service Manager.
- Inform the Police in all incidences of drug misuse and in most cases of alcohol misuse, particularly if the young person has been illegally supplied with alcohol.
- Enquire if the young person needs help advice or assistance from an external specialist/agency. This would be discussed with parent/s and the young person prior to referral.

For the safety and well-being of all residents:

- Argyll and Bute Council operate a No Smoking Policy within all council premises. It is an offence under the Smoking, Health and Social Care (Scotland) Act 2005 for persons to smoke or be allowed to smoke within the hostel premises. This prohibition extends to the grounds of the hostel.

- Fire doors must not be used to exit the building except during a fire drill. Fire exits, smoke detectors, fire alarms and fire extinguishers serve a very important purpose. Young people tampering with or interfering with any of these can expect to be severely disciplined.

Any behaviour that places a young person or other residents at risk will not be tolerated and pupils can expect significant consequences.

## **MOBILE TELEPHONES**

We accept that many pupils carry mobile telephones. Whilst we are happy for mobile telephones to be brought into the Hostel, those using them must show consideration for others.

## **MEDICAL**

The hostel has first aid facilities to deal with minor problems such as small cuts, colds and headaches. Care staff members are trained first aiders.

Where a young person needs to see a doctor or dentist, appointments can be made with staff at the Lorn Medical Practice or one of the local dental practices. Alternatively parents can arrange for the young person to see his/her own G.P./Dentist. Where a young person requires urgent medical treatment they will be taken to the local accident and emergency department or out of hours GP surgery, and parents informed as soon as possible.

All parents/guardians must complete a medical information sheet for their child prior to admission to the hostel. (See appendix 2).

Where young people have an existing medical condition then parents/guardians must provide hostel staff with relevant information relating to the management of the condition.

Where young people are to manage their own medication for example in the case of asthma parents/guardians must complete a self medication form (Appendix 3). Parents must never encourage their children to self medicate by providing them with proprietary medicines such as cold cures, cough medicines etc. Paracetamol is the only non-prescribed painkiller that we can administer without a doctor's prescription.

**Where a young person is prescribed medicine by their doctor please ensure we receive the medicine in the original container with the pharmacy label showing dosage still attached. Without this label we are not permitted to administer the medication.**

Should a young person be unable to attend school because of sickness we will inform Oban High School and the parent/guardian.

## **RECREATIONAL FACILITIES**

Extra-curricular activities are a matter of individual choice. Care staff recognise that young people may just be happy to relax by watching television or chatting with friends.

However, the hostel provides a wide range of leisure activities such as

- Arts and crafts
- Table tennis
- Pool
- Piano
- Gym equipment
- X-Box
- Outdoor/indoor football
- Music
- Books/magazines
- Quizzes
- Board Games
- H2O events
- Bingo
- Dance Studio
- Knitting
- Cooking

There are a large range of activities available in Oban High School, (free), and within Oban itself.

Where possible the hostel will provide transport to and from activities.

The hostel maintains a hostel fund to which parents are asked to contribute to each year. The amount currently stands at **£10.00**. Accounts are maintained and published on an annual basis detailing expenditure. Staff and the young people decide how the fund should be spent e.g. repairs or replacement of games equipment, hire of playing fields, trips etc.

## **THINGS TO BRING**

It is Glencruitten Hostel and Oban High School policy that all young people wear dress code to school. Please ensure that you provide your son/daughter with the required clothing.

White Shirt or Blouse  
School Tie  
Black Top  
Black School Trousers/Skirt  
Black Shoes

All young people are issued with bed linen and towels. All they need bring is their school clothing, leisurewear, personal toiletries, stationery and P.E kit. They must also have suitable outdoor clothing.

Young people may bring a radio/CD player or TV for their rooms. No portable electrical appliance may be used in the Hostel until it has satisfactorily passed a Portable Appliance Test.

Each young person is provided with lockable storage via a code operated locker which should be used for valuables.

**HOSTEL STAFF CANNOT TAKE ANY RESPONSIBILITY FOR PUPILS PERSONAL BELONGINGS.**

**Please be aware that young peoples' possessions are *not* covered by Argyll and Bute Council Insurance. Parents must ensure that their personal insurance covers their child/children's possessions while they are resident at Glencruitten Hostel**

## CHILD PROTECTION

The hostel follows the Argyll and Bute Council Child Protection Guidelines. Any concerns regarding Child Protection should initially be brought to the attention of the Manager who acts as the Child Protection co-ordinator for the hostel. All child protection concerns are passed between the Hostel Manager and the school child protection co-ordinator.

If a young person is worried, upset or has a problem he/she can:

- Confide in a friend.
- Speak to his/her buddy/senior student.
- Tell his/her mother/father/relative.
- Speak to the hostel staff
- Ring Childline on 0800 1111.
- Talk to a member of staff at Oban High School

Parents can:

- Speak to the hostel staff.
- Speak to a member of staff at Oban High School
- Seek advice from health care or social work professional

Any Child Protection concerns will be promptly dealt with. Please speak to the hostel Manager if further information is required.



## **COMPLAINTS**

Argyll and Bute Council Community Services Directorate manage Glencruitten Hostel. The Hostel is inspected/regulated by the Care Commission following the Regulation of Care (Scotland) Act 2001. The Regulation of Care (Scotland) Act 2001 sets out national standards against which school care accommodation is assessed. Parents are provided with a copy of the current national standards.

If you are not satisfied with any aspect of the service or believe that you or your child has been treated unfairly:

- In the first instance, contact the Manager.
- If you are still not happy, contact the hostel's external manager: -

Louise Long  
Head of Service  
Children and Families  
Argyll & Bute Council  
PS31 8RT

All complaints/comments will be dealt with promptly. If a complaint is made, the complainant will be forwarded a copy of the 'Comments and Complaints' leaflet, which explains Argyll & Bute Councils complaints procedure (Appendix 4)

In addition, comments/complaints can be made to:

Social Care and Social Work Improvement Scotland  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Tel: 0845 600 9527

**WE WISH EVERY PUPIL A HAPPY AND ENJOYABLE TIME AT  
GLENCRUITTEN HOSTEL**

## **GLENCRUITTEN HOSTEL ANTI-BULLYING POLICY**

(Formulated by hostel staff and young people and based on Argyll & Bute's Anti-Bullying Policy)

The aim of this policy is to prevent bullying in Glencruitten hostel by supporting us to:

- Promote respectful relationships between staff, between staff and parents, staff and young people and amongst young people;
- Stop any bullying as quickly as possible;
- Raise awareness and prevent bullying behaviour;
- Provide appropriate support and intervention to all those involved to limit the impact

If an instance does occur, the policy will tell students and parents what to do, and how the incident will be dealt with. The aim in Glencruitten is to promote an atmosphere of caring and friendship amongst its students. Students are encouraged to get on with and respect one another and their belongings and to look out for each other out with Glencruitten. In promoting this type of behaviour, we aim to prevent bullying.

### **What is Bullying?**

Bullying is the intentional or perceived causing of pain, distress, anxiety, humiliation or social exclusion to one child or one young person by one or more others, by physical or verbal means, or through damage or loss of property.

*Scottish Executive National Care Standards (2002)*

### **Bullying behaviours can include:**

- name calling, teasing, putting down or threatening and intimidating by racist, homophobic or sexist remarks
- hitting, tripping, pushing, kicking
- taking and damaging belongings
- ignoring, excluding, spreading rumours
- sending abusive messages electronically, e.g. via text, emails or social networking
- making people feel like they are being bullied or fearful of being bullied
- targeting someone because of who they are or who they are perceived to be

### **What to do if you know someone is being bullied?**

Report it to a member of staff in the hostel or school

Care enough to do something about it, even if it doesn't affect you personally.

Tell your parents

Talk to you buddy

### **How to prevent bullying**

- Respect yourself and others
- Learn to tolerate and accept differences
- Support Glencruitten's policy on bullying
  
- Try to include others in your circle of friends

All staff members within the establishment are expected to adhere to the anti-bullying policy and carefully record, follow up and communicate on all issues pertaining to bullying incidents and lead on anti-bullying prevention measures.

It is important that young people understand it is the responsibility of all to support each other. They should be actively encouraged to report any bullying incidents and lead on anti-bullying prevention measures.

### **Procedure for Handling Bullying**

- Incident is logged through Argyll & Bute's Bullying Incident Procedure.
- Incident is investigated to establish nature of the bullying, ie. deliberate or unintentional; verbal or physical.
- Measures are put in place to prevent the incident happening again.
- Measures may include implementing a process of restorative practice and applying appropriate sanctions.

**BULLYING IS NOT ACCEPTABLE BEHAVIOUR AND WILL NOT BE TOLERATED.**

# Glencruitten Hostel

## Information and Consents

Photo

Name: \_\_\_\_\_

Address: \_\_\_\_\_

D.O.B: \_\_\_\_\_

Doctors Name: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medication: \_\_\_\_\_

Young Person's Name: \_\_\_\_\_

**Contact 1**

<b>NAME &amp; RELATIONSHIP TO PUPIL</b>	<b>HOME ADDRESS &amp; E-MAIL</b>	<b>PHONE NUMBER</b>	<b>MOBILE NUMBER</b>	<b>BEST TIME TO CONTACT</b>	<b>PREFERRED METHOD OF CONTACT</b>

**Contact 2**

<b>NAME &amp; RELATIONSHIP TO PUPIL</b>	<b>HOME ADDRESS &amp; E-MAIL</b>	<b>PHONE NUMBER</b>	<b>MOBILE NUMBER</b>	<b>BEST TIME TO CONTACT</b>	<b>PREFERRED METHOD OF CONTACT</b>

## Consents

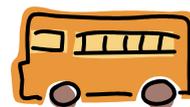
On occasions pupils who can swim unaided attend the swimming pool in Oban without hostel staff being present. The pool's own qualified side staff are always present.

I/WE GIVE CONSENT FOR MY/OUR CHILD TO ATTEND THE ATLANTIS LEISURE CENTRE SWIMMING POOL UNDER THE CIRCUMSTANCES DESCRIBED ABOVE.



SIGNATURE OF PARENT/GUARDIAN

I/WE GIVE CONSENT FOR MY/OUR CHILD TO USE HOSTEL TRANSPORT FOR APPOINTMENTS, LEISURE ACTIVITIES AND SHORT TRIPS IN THE VICINITY OF OBAN.



SIGNATURE OF PARENT/GUARDIAN

I ACKNOWLEDGE THAT I HAVE A RESPONSIBILITY TO LOOK AFTER MY ROOM AND THAT I WILL NOT CAUSE ANY DAMAGE.  
I ACCEPT THAT I MAY BE EXPECTED TO CONTRIBUTE TO THE COST OF ANY REPAIRS REQUIRED IN MY ROOM AS A RESULT OF MY ACTIONS.  
IN THE EVENT OF ACCIDENTAL DAMAGE I WILL INFORM STAFF IMMEDIATELY.  
I ACCEPT TOTAL RESPONSIBILITY FOR THE SECURITY OF MY ROOM AND MY BELONGINGS BY KEEPING MY BEDROOM DOOR LOCKED AT ALL TIMES AND USING MY LOCKER TO STORE VALUABLES.



SIGNATURE OF YOUNG PERSON

I HAVE READ THE GLENCRUITTEN HANDBOOK AND AGREE TO ABIDE BY THE CODE OF CONDUCT AND FOLLOW THE RULES SET OUT IN IT AT ALL TIMES.



SIGNATURE OF YOUNG PERSON

**INFORMATION SHARING:**

In order to support the Young People of Glencruitten Hostel, we share information with Oban High School in order to meet their needs.

I UNDERSTAND THAT GLENCRUITTEN HOSTEL WILL RECEIVE INFORMATION SUCH AS SCHOOL REPORTS, ATTENDANCE RECORDS, ETC. AS APPROPRIATE.

SIGNATURE OF PARENT/GUARDIAN

I/WE HAVE READ THE GLENCRUITTEN HANDBOOK AND AGREE TO SUPPORT THE HOSTEL STAFF IN ENSURING THAT MY/OUR CHILD ABIDES BY THE CODE OF CONDUCT AND FOLLOW THE RULES SET OUT IN IT AT ALL TIMES.

SIGNATURE OF PARENT/GUARDIAN

DOES YOUR CHILD MANAGE THEIR OWN MEDICATION (IF YES PLEASE COMPLETE ATTACHED FORM)

Yes

No

DO YOU GIVE CONSENT FOR STAFF TO ADMINISTER PRESCRIBED MEDICINES TO YOUR CHILD?

Yes

No

Paracetamol is the only pain-relieving, non-prescribed medicine which may be given to students. Parents will be notified regularly in writing of any paracetamol administered to your child. If your child is seen by a doctor, staff will ascertain whether paracetamol may be given along with any prescribed medication.

I/WE GIVE CONSENT FOR STAFF TO ADMINISTER PARACETAMOL TO YOUR CHILD

SIGNATURE OF PARENT/GUARDIAN

I AGREE TO MY SON/DAUGHTER RECEIVING EMERGENCY TREATMENT, INCLUDING ANAESTHETIC, AS CONSIDERED NECESSARY BY THE MEDICAL AUTHORITIES PRESENT.

SIGNATURE OF PARENT/GUARDIAN

**Form for parents to complete if they wish their child to carry and administer his/her own medication**

This form must be completed by parents/guardians

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Class: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Condition of illness: \_\_\_\_\_

\_\_\_\_\_  
Name of Medicine:(Dose, Time of Administration) \_\_\_\_\_

\_\_\_\_\_  
Procedures to be taken in an emergency: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CONTACT INFORMATION**

Name \_\_\_\_\_

Daytime Telephone No. \_\_\_\_\_

Relationship to young person

\_\_\_\_\_

I would like the above named young person to keep his/her medication on him/her for use and for him/her to self-administer as necessary.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Relationship to young person**

Help us to provide you with a better service

#### **APPENDIX 4: COMPLAINTS PROCEDURE**

Argyll and Bute Council is striving to provide quality services at a reasonable cost. We hope that you are happy with our services. If there is something we have not done properly or not done at all, please let us know. You can use this form .

Let us know if ...

- You have had exceptionally good service
- You have a suggestion to improve our services
- We have done something wrong
- We have not done something we should have done
- You have been treated unfairly.

This leaflet includes a list of the services we provide and the name of someone to contact for each department.

Firstly, write to or telephone the person dealing with the matter that you want to complain about. If they are unable to resolve it, you can contact the local Area Manager, or Head Teacher if your complaint is about a school matter.

If you are not satisfied with the response you can contact the Head of Service to try and resolve your complaint. If you are still unhappy with the outcome of your complaint, you have the right to appeal to the Chief Executive. They will review your complaint and reply within 10 working days of receiving your request.

- What do you want to comment on or complain about? (please give a brief description)
- When did this happen? (please give the date)
- Have you spoken to or written to any Council officers about this? If so, who did you speak to or write to, and when? This will help us to investigate your complaint.
- Your Name:
- Your Address:
- Post code:
- email:
- Telephone:

**What happens next?**

We will write to you to tell you that your complaint has been received. Within 10 working days we will write to you to tell you how your complaint has been resolved. If we cannot resolve your complaint in this time, we will tell you how long it will take and keep you informed of progress.

Finally, if you remain dissatisfied with the outcome you can raise the matter with your local Councillor or write to the Local Government Ombudsman (officially called the Scottish Public Services Ombudsman) at:

FREEPOST EH641  
Edinburgh EH3 OBR  
Telephone: 0870 011 5378

However, the Ombudsman will expect you to have given us the chance to sort out your complaint first.

When you have answered the above questions, please post them to the appropriate Head of Service at the address shown.

Please keep copies of all your correspondence.

**Social Work Services:**

Advice and assessment of needs, home care, children and families, residential and day care services, occupational therapy services. If you have a complaint about a social work service, ask for a complaint form at your local social work office.

Contact: Quality Assurance Manager, Scotcourt House, 45 West Princes Street, Helensburgh G84 8BP, telephone 01436 658807  
Operational Services

If you need help to make your complaint eg signing, other language, please let us know



