

Ramsden Lodge Residential Welcome pack

Parents

Ramsden Lodge
Ramsden Hall Academy
Ramsden Heath
Billericay
Essex
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<http://www.ramsdenhall.org.uk/>

Updated Sept 2025

Mission and Purpose

Located in Billericay, Essex, Ramsden Hall Academy offers a residential provision for school students aged 10-16. Our students are drawn from a wide area of Essex and neighbouring London boroughs plus unitary authorities, all of whom have been identified to have a wide range of social, emotional and mental health needs (SEMH).

We believe that every student can have, and is entitled to, a positive future. We see potential in each of our students and our purpose is to help them access this by supporting them to learn, develop their skills, abilities and talents in order to help them manage themselves and their SEMH needs effectively and successfully. This is summarised below.

Mission

“We aim to give all our pupils and their families the hope, compassion, experience and qualifications to enable them to take their place in the World.”

Vision

Working together we will:

- Meet our student’s social, emotional and mental health needs enabling them to thrive both in the academy and the wider community;
- Support our students to develop the attributes, skills, knowledge and understanding required to become valuable members of society;

Values and beliefs

Learning is our core purpose. We believe:

- Every child can achieve
- Every student must make progress
- Every member of the community matters
- Everyone deserves a second chance

What we will do:

We will provide a safe, secure environment where students are valued, respected, challenged and supported to achieve and make progress.

Through our actions we will develop young people who are:

- Respectful of themselves, each other and the academy;
- Trustworthy, polite, honest and helpful;
- Tolerant of others, open minded and without prejudice
- Resilient, determined and have a strong work ethic
- Responsible, independent and supportive of each other
- Empathetic, thoughtful, compassionate and caring
- Good communicators who are equally good as leaders and team players
- Confident having both self-belief and high aspirations
- Good role models;

Principles & Practice of Ramsden Lodge @ Ramsden Hall Academy

The boarding provision for Ramsden Hall has long been established alongside the academic provision. The benefits of boarding are equally established, reflected by all corners of the academy community; young people, parents and staff.

When asked via a pupils questionnaire in January 2025 what we do well? the comments from parents included, "Learning & Maturity, independence and learning life skills" " offer a wide range of activities", " He loves boarding so I guess you do everything well", "Routine, space away from home & dealing with issues better", A family feel and I trust the staff and their decisions", "social skills"

We were graded by OFSTED in January 2025 as Outstanding in all areas. They made comments including:-

"One parent said, 'This is the first time my child has ever told me he loves going to school. He has made lots of friends in boarding and is learning to be patient, reflective and not reactive.'".

"Staff spend time with the children to help them to understand different ways to manage their emotions and communicate their feelings. Relationship-building is a core activity, and children come to see staff as a haven in times of trouble."

"Children have exceptionally well-planned and delivered introductions into residence. The Head of Care meets with families to gain an understanding of children's individual needs. Stays are arranged in consultation with the children. Leaders and Managers then ensure that they systematically review the children's and families' experiences throughout the introduction process. This means that plans are adapted as needed to enable children to board at their own pace. This attention to detail is a signature of the school."

Please see the full Ofsted report <https://files.ofsted.gov.uk/v1/file/50268876>

Residential Purpose

The main aim of the boarding provision is to support the Statement and Purpose of the academy running in conjunction with the overall ethos, values and theoretical approach.

Ramsden Hall Academy strives for young people to reach their academic, physical, emotional and social potential, creating an ethos of engaging young people with their learning and social skills:

- Developing values of respect and resolve.
- Using theoretical approaches of positive reinforcement and restorative practice.

The key aim of Ramsden Residential is enabling young people to improve their ability of engaging with learning both academically and socially. A prime aspect of the provision is based on safety and wellbeing of young people with an operation aiming at providing learning experiences via fun, stimulating and social interactions. Learning how to make appropriate friendships, how to fall out and gain insight into that relationship before strengthening it and “making up”. Many of our young people struggle in social situations and their anxiety may lead them to react in ways that could be seen as unacceptable. Within boarding we aim to empower them to see that the perception others have about them can be challenged and with them understanding what is socially acceptable while still being an individual.

Arrangements for the residential provision

The boarding provision is a voluntary / choice decision taken by the student and his family. We encourage all families and students to consider boarding as a positive option to help with the holistic development and social learning experiences it offers. There must be an agreement that the young person stays safe with regard to himself and to others while boarding and that boarding in Ramsden Lodge is aiding his ability to engage with learning throughout the academy day.

Residential staff risk assess the young person by observing their behaviours in school and the care team will decide, along with the support and agreement of the family, when they are, or will be, ready to join, subject to a place being available.

Students are offered several trial evenings, known as extended nights, to see if they feel happy and confident before the first overnight is agreed to on individual and needs basis.

The boarding provision works within and in conjunction with all Ramsden Hall Academy policies. All policies can be obtained upon request or viewed on the academy website.

Complaints

Unfortunately, we may not always get it right and you may feel that you have a concern or would like to make a complaint. Generally, all issues can be ironed out by a call to a staff member or the Head of Care using (option 4 on the school telephone number). However, if this does not resolve your complaint or you have a further worry, please feel free to access the school website for the full complaints policy.

https://files.schudio.com/ramsdenhall/files/documents/Complaints_Procedure-March_25.pdf

Academy Trust and Head Teacher

The Academy Trust and the Head Teacher are responsible for the overall operation of Ramsden Hall Academy. Antony Clements is the Head Teacher, Rosemary Lovatt is the chair of governors and Jo Oldham is the designated Safeguarding lead on the Board. Rosemary and Jo visit the school at least termly, plus when required or requested to do so.

Head of Care

Tara Cordrey is the Head of Residential Care and is part of the Academy Senior Leadership Team (SLT) where she is responsible for the running and Management of Ramsden residential provision. She has worked in residential childcare since 1998 and is qualified to level 7 Diploma in leadership and Management in Health and Social Care, plus has level 3 in residential childcare, level 4 in care Management and the Registered Manager's Qualification. As Head of Care she will complete a mixture of day and evening hours to ensure the smooth running of the provision. She is on call to the staff for guidance and advice each evening with the support of the SLT if needed.

Transitions Manager

The Care Team work closely with the Transition Manager who is responsible for the implementation of the admissions policy and the academy transition process.

Care Team

In addition to the Head of Residential Care, the care team comprises of Senior Care Officers, Care Officers and Night Awake Care Officers. Most evenings, EDA (extra duty assistants) who work in the school in the school day undertake additional support for the provision

All of the Care Team hold the National Minimum Standard (NMS) requirement of a relevant level 3 diploma, or are working towards it, after a satisfactory probation period.

Monday to Thursday, full time Care Officers work up to four evening shifts (14.30 – 22.45) and up to one-day shift (7.30 – 15.30). The whole Care Team (apart from the Night Awake Officers and part time Care Officers) work a day shift on Friday.

The Residential provision operates so there are always a minimum of two staff on duty. During the night, there are at least one Night Awake Officer plus a sleeping-in member of Care Team and Head of Care completes on call duty, supported by the Head Teacher / SLT for any notifiable events.

During the day, the academy has staff of both genders available for the students. During night hours when the students are sleeping (between 22.45 - 07.30) there may be only be staff of one gender available.

The Night Awake Care Officers work 22.30 – 08.30 and are available to support the students with health and wellbeing needs throughout the night. They are supported, if necessary, by a sleeping-in member of the care team.

The Night Awake Care Officer takes the lead in emergencies occurring at night utilising the on-call Senior Manager and emergency services if necessary.

One of the duties of a Senior Care Officer is to guide the smooth running of the evening. Having organised with the Care Officers what activities are being provided by the team, the Senior Care Officer will organise the evening's activities taking into account the academy risk assessments, dynamics between students and any consequences in place. The Senior Care Officer also takes responsibility for ensuring evening medication is offered, while the Night Awake Officer takes responsibility for any overnight and morning medication needs.

All staff are encouraged to give support and advice to each other, while line managers hold the responsibility to ensure that all staff are supported and advised sufficiently.

All staff receive an annual appraisal and regular supervision.

Staff are required to undertake training to keep updated with professional and legal practice developments reflecting the policies, legal obligations and business needs of the academy as a whole.

Care Team & Academic Link

Our Deputy Head Teacher and all Care Officers act as residential academic links for the students, maintaining strong links with the teaching team, particularly those teachers and Learning Support assistants who also work as residential Extra Duty Assistants (EDA) in the mornings and evenings, again maintaining strong links between the residential and the academic provision.

Residential Staffing Structure

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Head of Care	Tara Cordrey
Head Teacher	Antony Clements
Academy Advisory Board member	Rosemary Lovatt
Academic Residential Link	Andy Stanford
Designated Safeguarding Lead	Danni Rose
Residential Team	
Caroline Evenett	Senior Care Officer
Nikki Donovan	Senior Care Worker
Tash Beard	Senior Care Worker
Matt Baker	Night Awake Officer (Lead)
Sandra Wren	Care Worker
Chloe Scott	Care Worker
Mia Smith	Care Worker
Chel Jones	Care Worker
Kane Vanner	Night Awake Worker

Students within the residential provision are assured that there is a continuity of care provided by a permanent staff team employed through the Trust.

Independent Person (St 17)

The Independent Person is a volunteer who is not employed by the Academy or Essex County Council. They are completely independent of our Academy and are available to listen to any concerns the students may have. They make visits monthly and are there to support all areas of the students' care.

Independent Visitor (St 3)

The Independent visitor, visits the residential provision each half term. He is independent of the Trust and commissioned by the academy to do National Minimum Standards (St 3) monitoring visits, which involve looking at all aspects of the students' care. They may also call you to discuss how you feel your son is progressing in boarding.

Residential Accommodation

Ramsden Residential comprises of a large residential building, with four main lounges called Spring, Summer, Autumn and Winter. In addition, there is an American inspired 50's diner, a cinema lounge, a quiet / cooking lounge and a games / senior lounge, meaning we have 8 communal areas

Staff and students have shared responsibility of ensuring the upkeep of the lounges and bedrooms. This includes being;

- clean and tidy,
- well maintained,
- appropriately lit, heated and ventilated,
- suitably furnished,
- adhering to health, safety and welfare Standards.

To support the Care Officers in achieving this, the academy employs full time premises staff and contracted professional cleaners.

Ramsden Hall residential building, opened in May 2021, it is an L-shaped building that has a Ground, First and a second floor. On the first two floors there are four lounges; a mixture of single bedrooms with an en-suite and some twin rooms that have an allocated bathroom next to or opposite it. The second floor has more single and twin rooms with the games / senior room and quiet lounge. The students are encouraged to personalise their bedrooms with suitable posters, photos and personal items. Each room has a lockable drawer where the students can put their personal items, if they would like to lock the drawer, they need to talk to a member of care staff who will arrange for them to have a key. However, they are discouraged from bringing in valuables or money, as it is not needed during boarding time.

Bedding is provided, although it can be brought from home if preferred. All bedding is routinely cleaned by staff.

All areas of residential accommodation are reserved for the use of those students designated to use it and are protected from access by unauthorised persons via locked doors and gates that surround the building.

Only one student will stay in the twin rooms at any one time, students will not need to share a boarding night.

Each single room has its own toilet and shower but twin rooms have a nearby designated bathroom and all are capable of being secured from the inside for privacy. Parents/carers are asked to supply their children with personal care items such as toothbrush / paste, shampoo, soap / shower gel and deodorant (no aerosols please), although Ramsden Lodge provides this if a student runs out or forgets it. These items can be left in their individual rooms. Hand & body soap is provided in all toilets / bathrooms and toilets routinely checked and replenished for toilet roll.

Students may use their bedroom for private reading and / or studying; all bedrooms each have a desk and chair. Stationery items will be supplied by the academy on request.

Clothes / school uniform laundry is done in the Ramsden Lodge laundry and cleaned laundry is generally ready when the students get up, or the end of the next day if it takes longer to dry. Parents/carers are also asked to have an identification label or name marked within their child's clothing.

While all main meals are prepared and served within the main Academy catering area, the residential diner also has a small kitchen area that has a fridge, kettle, toaster, microwave and cooker, for staff to make hot and cold drinks and snacks.

There are separate staff areas within the residential building with private staff sleeping areas and bathroom, in addition to securable office areas.

There is a minimum of one fire drill per term carried out within residential time.

Electronic monitoring & CCTV

We have a CCTV system that covers the corridors of all floors of the residential building. There is no coverage in the bedrooms, bathrooms, or communal lounges / kitchens. CCTV is also in place around the outside of the building and has both visual and audio facilities. The monitors are accessed by agreed staff when required and not routinely watched in place of staff supervision, however staff are able to view should this be necessary. Should you wish to discuss this please speak to the Head of Care who can explain more about the system.

The door monitoring system is activated in the evening and alerts staff when a bedroom door is opened after students have settled. This is not intrusive and not loud enough to disturb others, but alerts night awake staff via a pager and is used as a tool to guide staff in supporting the pupils in need.

Introduction and Transition

Prior to starting at Ramsden Hall Academy students and families are told about and given the opportunity to look around the boarding provision. New year 6 & 7 pupils are positively encouraged to consider boarding to aid their school and learning experience. Any students who show interest in the residential are invited to look around Ramsden Lodge again and talk to staff and current boarders. Then with parents / carers support and agreement they are invited to do an extended day, which means staying for an afternoon activity and evening meal before being collected by parents/carers who together will undertake the induction with the Head of Care or in her absence senior care staff. We aim to offer at least two extended evening sessions before trial boarding nights to see that the young person enjoys the experience, however this is student led so this can be individualised and lengthened depending on their need.

Family Hub

As a parent / carer with a son who boards you will have access to the Family hub. The Family hub is a supportive environment to share ideas about what works in boarding and at home, and receive individualised support from the Family hub team. Please inform Caroline / Tara if you like to arrange a meeting.

Keyworker & Boarding Nights

When the decision is taken by a student and his family, and he agrees to the safety and learning requirements associated with Ramsden Lodge in order to board, all staff are available to offer key worker sessions, so he can ask for any staff member he has a connection with.

The boarding nights will be agreed on an individual basis between the student, his parents / carer and the care team.

Once boarding nights have been agreed, the students will be expected to board on those nights as transport may not be available if the student changes their mind. We try and support with transport under exceptional circumstances.

Most students will initially start in a twin room until a time they go up to 3 nights. For the purpose of stability, the aim is for the students to then remain in their allocated room. However, in some circumstances staff may recommend a change of bedroom or students can request to change if they would prefer another room and the care team will endeavour to reach the best outcomes for the student.

New boarders are given this Welcome Pack on their induction day which they will take away with their family to read, or staff will work through with them if they wish.

Senior and more established boarders are encouraged to help new boarders to settle.

Residential Placement Plans and Risk Assessments

Residential Placement Plans are compiled for every boarder, detailing daily care wishes and needs. This includes religious, dietary, personal needs / care, or students with disabilities being provided with appropriate assistance to eat, in a manner which promotes dignity and choice, within their Education, Health and Care Plan (EHCP) objectives. These plans are agreed with by the child and their parent / carer.

Residential Placement Plans may include 'safe' places or 'calm' places that the students identify to go to if necessary, these may be in their bedroom, another place inside or outside the residential building, so long as the identified place is easily accessible when / if necessary.

Individual risk assessments are drafted then read and signed by the boarder before being put in place. Each term they are reviewed and updated or earlier, if required. Risk assessments include behaviours, activities and specific risks.

We do not support and actively discourage all sexual/romantic relationships between pupils. Should staff / parents become aware or concerned then the appropriate sharing of safeguarding information will be acted upon as appropriate.

Education Health Care Plans (EHCP)

It's probable there could be parallel information between the Residential Placement Plan and the EHCP. The EHCP will help populate Residential placement plan where needed. All students with medical needs also have a detailed Individual Health Care Plan (IHCP) to inform staff of the student's health care needs, in addition to enabling the students to making informed decisions regarding their health. Students have the opportunity to put forward their own wishes and feelings regarding their health care.

Residential staff attend at least part of the EHCP review or if this is not possible they will give feedback to the school staff leading the meeting and review the EHCP when received.

Activities and Free Time

A wide variety of activities are available for the residential students. It is expected that they participate at these times with one of the offered activities. There may include playing on scooters, den building, swimming, ice skating, park visits, cinema, beach, IT, cooking to name a few. Senior students may choose to go to the senior's lounge to play pool, chat or play board games. The aim of the activities is to promote their development holistically while enhancing their self-esteem, social skills and having fun.

Contacting residential staff

As you may guess, residential staff are always with the students so please be patient if we are unable to call you back straight away, however please call the below numbers if you need us.

01277 624580 – option 4

Staff will call you if we have a concern, your son needs to be collected due to behaviour, illness, choice, or in an emergency. We will also call parents/carers on a Thursday or Friday to update you on his week in boarding, with any issues and positives plus to confirm his boarding nights for the following week.

Please ensure that you are still available to collect your son on his boarding nights in case of illness, emergency or your son choosing to return home.

Ramsden Lodge Induction

Pupil Name:

Date:

Welcome Pack & SOP received – Any input for improvement, let me know
Introduced to boarding house (staff & student)
Staff structure & introductions
Safeguarding staff (Danni Rose)
Independent Visitor (St 3) & Independent Person (St 17)
Family hub
Childline, Ofsted & other helpline numbers ☎
Tour of building (s), grounds & OOB explained
Lockable draw offered 🔒
Games / Senior Lounge explained
Fire evacuation procedure (day & night) & Emergency exit routes explained, plus fire doors
Activity RA to be sent, if you do not consent let me know
Residential routines explained, e.g.
☺ Dinner & activity times 🕒
☺ settling time & night / sleep-in staff 🕒
☺ what to do at night if needing staff help 🛏
☺ laundry routine & clothing identification
☺ Reward points system ①☹ ⑤☺
Phone call to parents / carers (Thursday or Friday) 📞
Medication / health / dietary requirements/ ALLERGIES ➕
Multi vitamins – homely remedies
If your son wants or needs to go home
School day / times & uniform
Mobile / on line safety
Behaviour expectations
Residential council
How to make a complaint ☹
CCTV and Door Sensors
Boarder signature:
Parent/carer signature:
Staff signature:
Date:

Getting to know you

My name is.....

I am years old

I live with

.....

My siblings and their age

.....

My pets

.....

Some favourite food and drinks

.....

.....

Things I like to do

.....

Games I like to play

.....

Leisure / hobby pursuits

.....

Favourite football / rugby team etc

.....

Do I like swimming? Am I a confident swimmer?

Height Build..... Hair colour.....

Eye colour..... Distinguishing features.....

Residential Support Agreements for	
Triggers: -	
What helps me: -	
Preferred Residential adults: -	
How I like to fix it: -	

Boarder's Check List

Overnight bag & sports kit bag or carrier bag for swimming kit	
Academy uniform Recommend two pairs of trousers and two academy shirts. One jumper, one coat and one pair of black trainers for academy day.	
Casual clothing Required change of clothes for each boarding night, along with one emergency change of clothes. (Includes a change of underwear & socks for each day / night, along with one emergency pair). Tracksuit / Jeans Sweat shirt / jumper T-Shirts Trainers Nightwear – pyjamas dressing gown, slippers (recommended) Swimming shorts	
Hats (recommended) Warm hat (winter). Cap (summer).	
Toiletries Toothbrush, toothpaste. Soap / shower gel / shampoo / conditioner etc. Deodorant (no aerosols, roll on only). Comb or hair brush.	
Bedding and towels Welcome to bring their own, but we do provide.	

Note: all clothing to be labelled with name on all clothing / property.

Boarders Personal Property Agreement

We aim to make the residential as homely as possible, and for residential students to feel like this is their home from home. We, therefore, encourage that they bring some personal possessions. e.g. pictures, posters and toys that will be kept in their bedroom.

Any personal possessions that are brought in from home need to have been agreed by the parents / carers and the residential staff. There should be no possessions that are not age appropriate or could be used inappropriately, this is especially noteworthy with devices that can connect to the internet.

All electrical appliances need to have passed the Portable Appliance Test (PAT Test). This can be arranged through the academy, but it must be at an arranged time, so please ensure nothing comes in unless planned.

Ramsden Hall Academy does not accept liability for the loss or damage of any property, so no valuables please.

Additional space for questions

Ramsden Hall Academy

We are Respectful

We are Resilient

We Reflect

We Repair

Welcome to Boarding