

Include Norfolk School Handbook

2025-2026

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General information

How to find us

Norwich site address:

Catch22 Include Norfolk
27 Hurricane Way
Norwich
Norfolk
NR6 6HE



Kings Lynn site address:

Catch22 Include Norfolk
Unit 1-2 Shield Park
Hamburg Way
North Lynn Industrial Estate
Kings Lynn
Norfolk
PE30 2ND



Meet the staff team

We are here to help you get the most out of your time at Include Norfolk and support you with your everyday school life.



Jamie Nielsen
Headteacher
Email: jamie.nielsen@
catch-22.org.uk



Carol Hardwick
Deputy Headteacher
Email: carol.hardwick@
catch-22.org.uk



Alexander Sutton
Assistant Headteacher
and Assistant SENCo,
Norwich
Email: alexander.
sutton@catch-22.org.uk



Charlotte Higgins
Assistant Headteacher
and Assistant SENCo,
King's Lynn
Email: charlotte.higgins@
catch-22.org.uk



Terri Finch
Assistant Headteacher
and Assistant SENCo,
Cloud22
Email: terri.finch@
catch-22.org.uk



Aimee Clitheroe
Pastoral Manager
Email: aimee.clitheroe@
catch-22.org.uk



Jazmin Marrison
School Business Finance
Manager, and School
Exams Officer
Email: jazmin.marrison@
catch-22.org.uk



Hannah Howell
SENCo
Email: hannah.howell@
catch-22.org.uk

Information for students

Welcome to Catch22 Include Norfolk!

This handbook will help answer many of the questions you may have about what to expect when you come to school each day. It will explain in more detail who we are and what we do here at Include Norfolk: the people, lessons, opportunities, and more.

Include Norfolk school is a specialist, independent provision for learners aged 14 to 16-years-old whose needs cannot necessarily be met within a mainstream environment. A strong, wrap-around approach at the school enables learners to build their confidence, overcome barriers to learning, and progress to a positive next step in their lives. Our high-quality, professional staff bring out the best in all learners through a personalised approach, enabling them to achieve beyond their expectations.

Staff at Include Norfolk take a trauma-informed approach and are skilled in building and maintaining positive relationships and supporting our pupils to raise their self-esteem and confidence. We have a dedicated pastoral team which enables our pupils to have the right help and support in and out of the classroom. We ensure that our curriculum is meaningful, exciting, inclusive, and relevant to help our pupils to re-engage with education in an environment that is understanding and supportive.

We aim for our pupils to leave us with five or more qualifications so they can access and achieve in a post-16 placement. Many of our leavers move on to City College Norwich (CCN) or the College of West Anglia (CoWA). We also offer vocational placements for pupils who wish to acquire meaningful skills.

At Include Norfolk, we believe that all young people can succeed and make the most of the next stages of their lives. By promoting key life skills, we ensure that students have the confidence and tools to thrive both as learners and citizens.

If you have any questions, you can reach out to any of the staff members listed on pages 6 or 7, or speak to any of your teachers during the school day.

We look forward to having you with us!

Jamie Nielsen,
Headteacher



“

Without Catch22 in Norwich, I would not have attended school at all, and would not have had any hope to achieve the results I have. I am so excited to now have a place at college accepted.”

– Student at Include Norfolk

Our vision and ethos

We believe that all young people can succeed and make the most of the next stages of their lives. That's why our highly-committed staff team are dedicated to carrying out our education mission:

To enable young people, like you, to progress and succeed in sustained education, training, or employment.

We do this by:

1

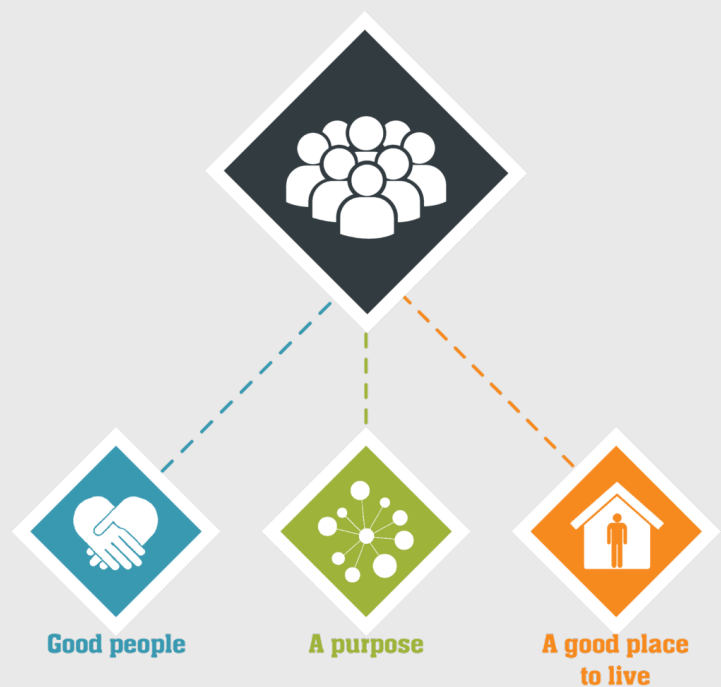
helping our young people to identify and engage with their **purpose**, both through learning in the classroom and in their future life aspirations outside of school,

2

delivering a quality education by skilled, passionate **people** who believe in all you can achieve, and

3

doing so in a **place** that is safe and appropriate for you and your individual needs.



We call these our 3 Ps, and we embody them in all our work to ensure that you are fully supported to achieve your goals.

We work with you on these goals throughout your time at Include Norfolk, with our ultimate aim being to support you back into appropriate mainstream or specialist schooling.

A typical day at Include Norfolk

School officially starts each day at 9am, but you are permitted to enter school from 8:40am so that it doesn't get too busy. If you arrive after registration closes at 9:45am, you will be marked as late.

There is a break of 10 minutes after every lesson. In this time, you can go outside or relax in the kitchen.

Lunchtime begins at 12:25pm. You can bring in your own packed lunch or have one of the options provided by us. We will always ask what you like to eat and will help you to make healthy choices each day. At lunchtimes you can play in the outside area, kitchen or participate in sports on our new all-weather sports pitch (Norwich only).

The school day finishes at 2.55pm.

A typical day looks like this:

Tutor time: 9:15 - 9:35am

Lesson 1: 9:35 - 10:25am

Break: 10:25 - 10:35am

Lesson 2: 10:35 - 11:25am

Break: 11:25 - 11:35am

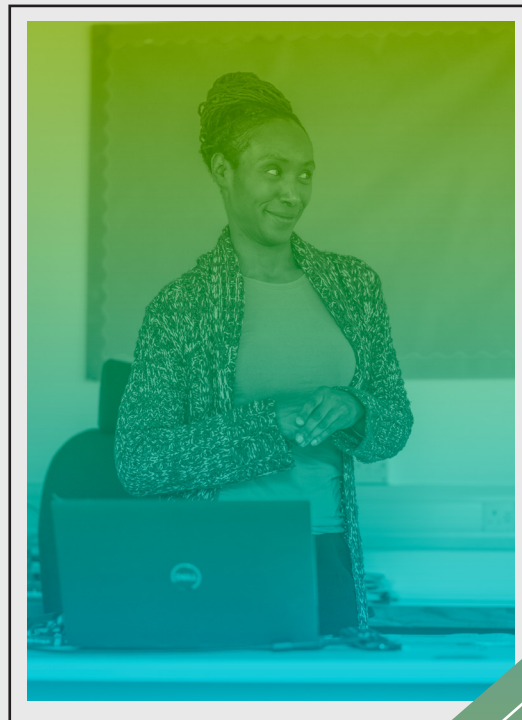
Lesson 3: 11:35 - 12:25pm

Lunch: 12:25 - 13:05pm

Lesson 4: 13:05 - 13:55pm

Break: 13:55 - 14:05pm

Lesson 5: 14:05 - 14:55pm



Expectations

We expect your child to attend school every day. If attendance does not meet threshold, we will follow the guidance issued from Norfolk County Council, and fines will potentially be issued.

What should I do if I'm not well enough to attend school?

If you are ill and cannot come into school, your parents or carers should ring the school in the morning before 9am to let the school know you will be absent. There is more information on this in the "Information for parents" section of this handbook.

When you arrive back in school, your teachers will talk to you about any of the learning you have missed.

What do I need to come to school with?

Uniform

You can wear your own clothes, but make sure that these are appropriate and comfortable. Often, we go out on trips and you will complete sports activities as part of your PE curriculum.

We do not regard the following as appropriate clothing:

- Tops that reveal shoulders, chests or stomachs
- Football t-shirts
- Shorts or skirts above knee-length
- Pyjamas
- Large jewellery
- Hats (in class)
- Sliders, flip flops or any other open-toe shoes

Equipment

We will provide you with all the equipment that you need for a day in school: you just need to bring yourself.

What are the expectations of my behaviour?

In all elements of school life, including all related activities and travel on and offsite, pupils are expected and supported to display attitudes for learning in three ways, **based on the 3Ps**:

- ① **Place** – be in the correct space as directed by staff.
- ② **Purpose** – engage with lessons and activities.
- ③ **People** – be respectful of the learning environment and others.

If your behaviour, or the behaviour of another student, compromises the safety of others, the school will act through a variety of processes.

On the other hand, where you demonstrate positive behaviour that is kind and/or contributes to a safe and purposeful learning environment, you will be rewarded by gaining points for 'People, Place and Purpose' that you will be able to use in school as currency towards tuck, trips and rewards activities.

The curriculum



The aim of our school's curriculum is to support you to become:

①

Ambitious, capable learners, ready to learn throughout their lives

②

Ethical, informed citizens of the UK and the world

③

Enterprising, creative contributors, ready to play a full part in life and work

④

Healthy, confident individuals, ready to lead fulfilling lives as valued members of society

We call these the '**4 Purposes**' and they are at the core of our curriculum offer.

We cover a range of subjects including:

What extra-curricular opportunities will I have?

Our young people can stand for the student voice election, to represent their peers on important decisions made at the school. Through this group, pupils over the past few years have voted to attend the Harry Potter Studio Tour, the Science Museum, Alton Towers, go-karting and a variety of other outdoor activities.



English



Maths



Science



Humanities
(Geography, History, RE)



Preparing for adulthood



Classics



PE



PSHE

Special educational needs (SEN)

Include Norfolk is committed to supporting pupils and helping them to develop the skills they need to progress to the next stage of their life and learning. This is achieved through the identification of need, and provision of appropriate support in areas and at a pace which is unique to the pupil, whilst maintaining an inclusive philosophy.

The majority of Special Educational Needs (SEN) and/or disabilities will be identified by the referring school. In this case, baseline assessments will be used to confirm the pupil's current level of attainment. This will form the basis of the 'Assess, Plan, Do, Review' process as directed by the SEND 0-25 Code of Practice.

Each learner at Include Norfolk is supported according to their individual needs. Special educational needs are met through:

- **quality-first teaching,**
- **specific, targeted interventions to address both academic barriers to learning and social and emotional issues, and**
- **robust tracking and monitoring processes.**

Our School SENCo is:



Hannah Howell
SENCo
Email: hannah.howell@
catch-22.org.uk

Safety and wellbeing

At Include Norfolk, making sure our students are safe and protected is everyone's responsibility.

If you are worried about the safety or wellbeing of yourself, or somebody else, we encourage you to speak to someone at the school. This can be any member of staff you feel comfortable talking to, however, we do have designated staff responsible for taking the lead on helping to keep our school safe.

Your Designated Safeguarding Leads (DSL) at Include Norfolk are:



Alexander Sutton
Assistant Headteacher
and Assistant SENCo,
Norwich
Email: alexander.sutton@catch-22.org.uk



Charlotte Higgins
Assistant Headteacher
and Assistant SENCo,
King's Lynn
Email: charlotte.higgins@catch-22.org.uk



Terri Finch
Assistant Headteacher
and Assistant SENCo,
Cloud22
Email: terri.finch@catch-22.org.uk

**I don't want to talk to someone in person.
What should I do?**



If you'd prefer, you can also report any concerns you have via our online reporting tool, found within the ["Students" section of our school website](#). Scan QR code to view website

Information for parents

Introduction

Dear Parent/Carer,

I would like to welcome you to our school handbook, which we update annually. We hope you find this resource informative and helpful in providing an insight into Include Norfolk and answer any questions you may have. We've included some guidance in the proceeding pages that is specific for parents and carers, however you may want to have a read of the "Information for students" section of this handbook as there's lots of relevant information.

We are committed to the very best for every one of our pupils. Our vision and ethos enable us to provide a student-centred approach to removing the barriers to learning that your child may have experienced. Our aim is to ensure that our pupils are equipped with the skills they need for a successful, happy future and develop into respectful, responsible, and resilient individuals. We pride ourselves on developing strong relationships with our pupils, parents, and carers and encourage you to be involved in all aspects of your child's learning.

You and your young person will be asked to sign a school contract upon admission that details all our school policies and procedures, including behaviour and attendance expectations. We hold parents' evenings three times a year, where you will be welcomed into school and can discuss your child's progress and attainment with all of their class teachers and teaching assistants.

I look forward to hopefully meeting you, and if you have any questions or concerns, please do not hesitate to reach out to myself or any member of our friendly staff team.

Best wishes,

Jamie Nielsen,
Headteacher

Our school

Include Norfolk school is an OFSTED-registered independent provision for learners, aged 14-16 years old, whose needs cannot be met within a mainstream environment. We provide full-time, alternative education for children, most of whom have Social, Emotional and/or Mental Health Needs (SEMH).

Include Norfolk currently accommodates up to 102 pupils between Years 9 and 11. The school offers the national curriculum, alongside nurture sessions and extra academic interventions provided by a staff team trained in both behavioural and Special Educational teaching. Our timetable is designed to help children not only with their academic progress but also to address their social and emotional needs.

Include Norfolk is split across 2 sites in Norwich and Kings Lynn (see page 3 for details). Both sites have dedicated teaching classrooms and intervention rooms. There are shared spaces including the kitchen, warehouse, and outside play area with a newly fitted multi-use games area in our Norwich school where our pupils can enjoy socialising along with sporting activities within the safety of the school grounds.

How will we communicate with you?

We actively encourage regular communication between our school and parents. The more we know about any positives or any potential issues, the better we can support your child.

On registration, we will ask you to provide an up-to-date mobile number and email address for at least two contacts. We will also provide you with the email and phone numbers of the key contacts within the school so that you can easily reach us.



Term dates

2025-2026

Autumn term 2025

Wednesday 3 September 2025 - Friday 24 October 2025

Half term: Monday 27 October 2025 - Friday 31 October 2025 Christmas

holiday: Monday 22 December 2025 - Monday 5 January 2026



Spring term 2026

Tuesday 6 January 2026 - Friday 13 February 2026

Half-term: Monday 16 February 2026 - Friday 20 February 2026

Easter holiday: Monday 30 March 2026 - Monday 13 April 2026

Summer term 2026

Tuesday 14 April 2026 - Friday 22 May 2026

Early May bank holiday: Monday 4 May 2026

Half-term: Monday 25 May 2026 - Friday 29 May 2026



I don't know what it is but my daughter looks forward to coming to school everyday. She enjoys being at Catch22 include Norfolk more than her previous schools."

– Parent

Attendance

we expect your child to attend school every day. If attendance does not meet threshold, we will follow the guidance issued from Norfolk County Council, and fines will potentially be issued.

The school day:

School day starts: 9am

School day ends: 2:55pm

It is the parent/carer's legal responsibility to ensure their child arrives punctually to school, every day.

Why is good attendance important?

For a young person to reach their full educational achievement, a high level of attendance is essential. Our expectation is that all pupils have 100% attendance. We do this by creating a purposeful learning environment, and using every opportunity to convey to pupils and their parents or carers the importance of regular and punctual attendance.

Is there any help available to support good attendance?

We recognise that some pupils are more likely to require additional support to attain good attendance. To promote attendance, the school has systems to celebrate and reward excellent attendance, including weekly certificates, individual rewards, and group rewards such as end-of-term trips and vouchers.

When the absence cannot be authorised, we will offer child-centred support to families and implement a range of strategies to support improved attendance.

What should I do if my child cannot come into school?

If your child is too ill to attend school, parents/carers must phone the school before 9am and leave a voicemail with voicemail with their child's name, reason for absence, and estimated length of absence. If this is not done, the child will be marked as absent without authorisation.

If a call has not been received by 9.30am from parent or carer and your child is not in attendance, a member of staff will contact the parent/ carer to establish the reason for absence.

Absence longer than a day without parental contact will be treated as a matter of concern and a potential safeguarding issue. Contact will be made, and external agencies involved where necessary and as directed by Absence Risk Assessment.

Please scan this QR code to view our schools attendance policy.



“

The quality of teaching and learning has improved over the 3 years my son attended Catch22. His academic progress is well above what we every though he could achieve.”

– Parent

Assessment

The secondary national curriculum sets out the content to be covered by Include Norfolk. We plan our teaching around these objectives, ensuring skills and knowledge are understood and then built on over time. We also revisit objectives to ensure that they are fully understood and to support their consolidation into our students' long-term memory.

How baseline assessments are made:

Include Norfolk takes pupils in KS3 and KS4 who, upon entry, will sit baseline assessments. The final baseline benchmark will be aggregated around some or all of the following:

- Two weeks of engaging in lessons attempting a range of tasks and activities, with a variety of approaches and using the classwork produced as a result.
- An end-of-topic test based on these two weeks of learning.
- Previous relevant KS4 exam papers (full or partial).

This data is collected, and a baseline grade is determined. From this, a minimum target grade is set for the end of KS4, using the expected rate of progress as being two steps a year.

Formative Assessments

Formative assessments are made:

- by observing students at work and on task,
- by interacting with students whilst completing activities,
- through pre-planned questioning/discussion with students,
- through photographing / audio-taping learning in progress,
- through the examination of student's written learning in exercise books,
- when hearing students read aloud, and
- via weekly low-stakes mini tests such as times tables and spelling.

Summative assessments

Catch22 Include Norfolk is a registered with AQA, Edexcel and a City & Guilds & The Welsh Board as accredited providers. We have set a curriculum and a school structure to support our young people with their unique needs and to overcome their barriers to learning. All our pupils will leave with a blend of the following:

- GCSE's in Maths, English, Science & Classics
- Functional Skills in Maths, English & Digital Skills (IT)
- Edexcel Entry-Level Science
- Humanities Qualification (Year 9 only – unless stated otherwise)
- Sports Leaders Qualification
- AQA Unit Certificates (based on pupils' career aspirations)
- National College Qualifications (for example First Aid & Food Hygiene)
- Vocational based qualifications (for example Construction & Hair Beauty)

“

The progress that pupils make in school relative to their starting positions both academically and pastorally is massive. There is a real robust and effective methodology in place to support pupil progression across all areas.”

– Ofsted, May 2023

Important information

Transport arrangements

In most cases, your child will be allocated transport by your Local Authority. This can be either via bus pass or taxi, or - if you live close enough - they can walk. We will receive notification of the taxi provider and will liaise with them about any school closures.

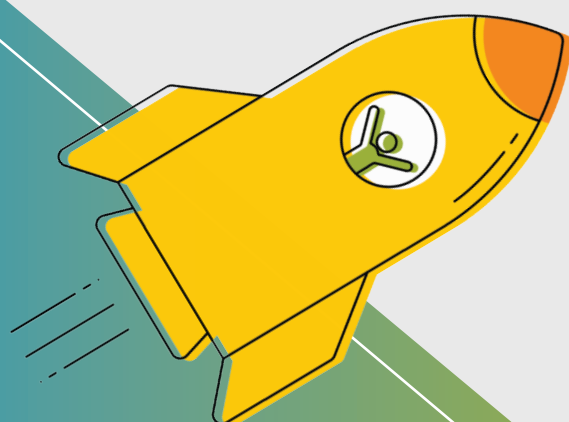
If your child is too unwell to attend school, it is your responsibility to inform the taxi driver before 9:00am. We recommend that you get the number for the taxi provider as well as, where possible, a direct number for your child's allocated driver, to ensure that you can do so.

Emergency school closure

The decision concerning the closure of schools due to unforeseen circumstances (such as bad weather) is taken by the Headteacher and arises because of safety considerations for pupils and staff.

The Headteacher will inform parents of possible school closures at the earliest opportunity. These updates will be communicated to parents/carers via phone, and also published on the school website. Where possible, we will endeavour to tell you about the estimated duration of the closure, but we cannot guarantee that we will always be able to do so.

Any school closure will be also published on [Norfolk County Council Schools closure site.](#)



*Scan QR code
to view Norfolk
County Council
schools closure
website.*



Cloud 22

What is Cloud 22?

Cloud 22 is the first fully online and remote school for students aged 14-16 years old in Norfolk, delivered by Include Norfolk.

Cloud 22 was created to deliver a complete and comprehensive curriculum, comprising live lessons and holistic pastoral and therapeutic support, to hard-to-reach learners in a way that works for them. Cloud22 provides a live, virtual face-to-face curriculum five days a week.

What is Cloud 22's aim?

The aim of Cloud 22 is to re-engage learners who have either a history of persistent non-attendance, behavioural issues, or significant social, emotional or mental health (SEMH) barriers that prevent them from attending in-person provision. Many of our students have been out of education for several years.

Cloud 22 supports the hardest-to-reach and most vulnerable learners into full-time, virtual learning, by digitally delivering the support, opportunities, and qualifications that allow them to progress into positive post-16 destinations, just as we do for their on-site and mainstream peers.

What does a normal day look like at Cloud 22?

Cloud 22's timetable has been created to mirror that of a normal school day. Students begin learning at 9.15am and finish at 3pm. There are five sessions throughout the school day, which can include Maths, English, Science, tutor-time and personalised interventions. Students will take functional skills and/or GCSE qualifications, have opportunities for vocational training, and be supported with their transition into a positive post-16 destination.



“

As parents, we have noticed a huge improvement thanks to you guys. After years of no education, [our daughter] now has a purpose to get up and is focused and engaging... I'm most thankful and grateful for all of the staff at Catch22. You guys are bringing [our daughter] back to life.”

– Parent of student at Cloud 22



If Cloud 22 didn't exist, she wouldn't have been able to access any education for Year 11."

– Parent of student at Cloud 22

**Children &
Young People Now**
Awards 2023

Cloud 22 won the Children and Young People Now Digital Innovation award in 2023. Scan QR code to read more:



Comments and complaints



Include Norfolk welcomes suggestions and comments from parents and carers, and takes seriously concerns or complaints which may arise, as they can help us to improve the educational experience that we provide.

If parents/carers have a complaint or concern, it is preferred that they contact the Headteacher in the first instance to discuss the matter on an informal basis. In many cases the matter will be resolved quickly, and to the parent or carer's satisfaction, by this means.

Part A: School level

If the complaint cannot be resolved on an informal basis, then the parent/carer should put their complaint in writing to the Headteacher as soon as possible. The Headteacher will then investigate the complaint. The Headteacher will respond to the parent/carer within 10 school days.

The Headteacher will keep written records of all meetings and interviews held in relation to the complaint. The school will also keep a written record of complaints, any action taken by the school as a result, and whether they were resolved at the informal or formal stage or proceed to a panel hearing.

Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and the parent/carer informed of this decision in writing. The Headteacher will also give reasons for their decision.

Complaints about the Headteacher should be made directly to the Chief Operating Officer, following the process outlined in Part B.

Part B: Catch22 Level

If parents/carers are not satisfied with the Headteacher's response, they should write to the Chief Operating Officer within 10 school days of the Headteacher's response. This can be done via the Complaints Officer of Catch22 at:

Email: feedback@catch-22.org.uk

Complaints Officer

Catch22

27 Pear Tree Street

London

EC1V 3AG

The complaint should clearly identify the main issue(s) of concern and, if possible, indicate the nature of the resolution they are seeking.





**catch
22**

catch-22.org.uk

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Company limited by guarantee. Company no. 06577534