

P18 Student Access to Pastoral Support Policy

This Policy addresses The National Minimum Standards for Boarding Schools, Standard 11 - Boarders' induction and individual support

11.3 Boarders are able to contact any member of staff with personal, academic or welfare concerns. All staff should know what to do if a boarder approaches them with a concern.

11.4 The school identifies at least one person other than a parent, outside the staff, and those responsible for the leadership and governance of the school, who children may contact directly about personal problems or concerns at school. This person may be known as the 'independent person'. Children know who this person is, know how to contact them and feel comfortable talking to them. The person is easily accessible.

11.5 Boarders are also provided with details of two or more child specific support services, such as Childline or the Children's' Commissioner's Help at Hand service, to contact in case of problems or distress.

The Purcell School places the welfare of students at the heart of what it does and ensures that all students have access to a range of adults who can offer them appropriate support.

All members of staff understand they have a pastoral duty of care towards students and are given clear guidance about who to contact in the event of any observation, conversation or concern which a student raises with them. In addition, all staff understand the use of *MyConcern* as a reporting and recording tool for concerns which may help to build a safeguarding picture. All staff understand the need for pastoral support to be connected and consistent and will communicate appropriately, including with parents, to ensure that students have access to the right support at the right time. Houseparents meet weekly with the Director of Boarding, Head of Sixth Form/DSL, Nursing Team, Counsellor to enable a confidential forum for the communication of pastoral information.

Students are directed to some adults in the school who have specific pastoral responsibilities. These include:

- Houseparents / Assistant Houseparents / Day Matrons and other members of boarding teams, including Resident Graduate Assistants and their allocated Boarding Mentors
- Tutors - Tutor Groups meet regularly in the week and tutors can be contacted in their classrooms at other times
- Head of Sixth Form
- Director of Boarding
- Nursing Team
- Counsellor
- Any member of the Safeguarding Team, which includes some of those named above.

In addition, students are directed to an Independent Listener, if they wish to contact someone outside of the staff or those responsible for the leadership and governance of the school. The telephone number and email address of the Independent Listener is widely advertised on posters around the school.

Information about who to contact, including where to find people in the school, and their email addresses, can be found in a variety of places. These include:

- Student Handbook - available on the school website, in boarding houses and issued to new boarders as hard copy
- House and school noticeboards
- Medical Centre

House noticeboards also contain a Grievance Procedure and Advice on Confidential Discussions, which gives information about appropriate helplines, including the Office of the Children’s Commissioner.

Posters advertising external sources of support, including advice and support for mental health issues, are accessible throughout the school.

All students have access to mobile phones and digital devices (though access is limited to certain times of the day for certain ages of students), such that they can contact parents and other adults outside of the school structure. If mobile contact was, for any reason, not available, students can also ask to use landlines and would be able to do so in private within the boarding houses (to which both day and boarding students have access).

Policy author / reviewer:	Policy date / review date:	Next review due:
Kate Cayley	October 2021	October 2022
Kate Cayley	November 2022	November 2023