

# **GLENLOLA COLLEGIATE SCHOOL**

*“EXCELLENCE THROUGH COMMITMENT, CONTRIBUTION and CARING”*

## **PASTORAL CARE POLICY**



## **1. INTRODUCTION**

- 1.1 The School is fully committed to ensuring that its Pastoral Care System is effective and appropriate for the needs of all its pupils.
- 1.2 The School views its Pastoral Care System as being central to its aim to provide a safe, caring and purposeful environment where each pupil is enabled to achieve her potential and have a clear sense of self-worth.
- 1.3 The Pastoral Care policy incorporates the following issues:
- a. Pastoral Care System and Responsibilities
  - b. Bereavement
  - c. Counselling in School
  - d. Intimate Care
  - e. Peer Supporters and Pastoral Prefect
  - f. School Age Mothers
  - g. Young Carers
- 1.4 The Pastoral Care Policy is the framework for the following policies:
- a. Anti-bullying
  - b. Behaviour
  - c. Bereavement
  - d. Child Protection
  - e. Confidentiality for Disabled pupils
  - f. Counselling in School
  - g. Drug Education
  - h. Health Education
  - i. Health and Safety
  - j. Induction
  - k. Intimate Care
  - l. Relationships and Sexuality Education
  - m. School Age Mothers
  - n. Special Educational Needs
  - o. Use of Reasonable Force/Safe Handling
- 1.5 The Pastoral Care policy has a fundamental role to play in the following areas:
- a. Teaching and Learning in the classroom
  - b. Careers Education
  - c. Education for Mutual Understanding
  - d. Extra-Curricular activities including educational visits
  - e. Home/School links
  - f. Outside Agencies links
  - g. Responsibilities of Staff
  - h. School Development Plan

## **2. AIMS**

- a. To create a safe, caring and purposeful environment for all pupils
- b. To enable all pupils to fulfil their potential
- c. To encourage in each pupil high self-esteem and confidence
- d. To encourage pupils to have respect for each other
- e. To promote good working relationships between all members of the School community
- f. To provide support for pupils according to their individual needs
- g. To promote pupils' mental, emotional and social health and development
- h. To promote pupils' spiritual and moral development
- i. To promote positive behaviour

- j. To give appropriate attention to pupils' rights and responsibilities
- k. To enable pupils to make informed choices about health and vocational issues
- l. To encourage pupils to play a full part in the life of the School
- m. To establish good partnerships with parents/guardians

### **3. EQUAL OPPORTUNITIES**

- 3.1 The School considers that its Pastoral Care System is relevant and important for all its pupils. The support it offers will be accessible to every pupil regardless of age, culture, disability, religion, sexual orientation or social background. It will be adapted to the needs of individual pupils.

### **4. EVALUATION**

- 4.1 The Pastoral Care policy and procedures are reviewed on an annual basis. This is carried out by the Pastoral Care Team in consultation with the Learning Support Co-ordinator, Section Staff, the Senior Leadership Team and the Board of Governors. . The wider School Community all have the opportunity to give valuable feedback on the reviewed policy – teaching and support staff via email, pupils via the student council and parents via the website.

### **5. ORGANISATION**

All adult members of the School community have a responsibility for the pastoral care of pupils, including health and safety matters. In addition, certain members of Staff have specific responsibilities.

#### **5.1 The Pastoral Care Team**

##### **5.1.1 The Team consists of:**

- i) The Head of Pastoral Care, who is the Designated Teacher for Child Protection and has responsibility for the School's Pastoral Care system.
- ii) The Deputy Head of Pastoral Care, who is Deputy Designated Teacher for Child Protection.
- iii) The Vice Principal with responsibility for Pastoral Care, who is also Deputy Designated Teacher for Child Protection.
- iv) A Pastoral Care Assistant.
- v) A Pupil Counsellor employed by the School.
- vi) A Pupil Counsellor employed by the Department of Education.
- vii) A member of the Board of Governors also has responsibility for Child Protection in the school (see Appendix 5).

## 5.1.2 Duties of the Pastoral Care Team

The duties include:

### a. Counselling and supporting pupils

- i) A member of the Pastoral Care Team is available to talk to pupils each morning during registration and at lunchtime. There are also specific days and times that the counsellors are in school to see pupils, using an appointment system. (See Counselling Policy). Notices displayed around the School inform pupils about these arrangements and give details of the location of the Pastoral Care Office. (See Appendix 1).
- ii) The Head of Pastoral Care is introduced to incoming Year 8 pupils and their parents during the Induction Evening (June) and Peer Supporters meet with the pupils during this evening and also on Induction Day (August). All pupils are introduced to the Pastoral Care Team in assembly at the beginning of the Autumn Term.
- iii) Pupils who have suffered bereavement during the School Year are given particular support by the Pastoral Care Team who also liaise closely with the pupils' families. (See Bereavement Policy).
- iv) The Team has a key role to play in developing and implementing anti-bullying strategies. (See Anti-Bullying policy).
- v) The Pastoral Care Team gives support to any pupils in the School who are Young Carers.
- vi) The Team gives guidance to pupils on matters of personal safety in the community (See Appendix 2). This guidance is delivered through Assemblies or through Year Group meetings.

### b. Guidance to Staff

The Designated Teacher for Child Protection gives guidance and training to all adult members of the School community on matters of Child Protection.

All these members are aware of:

- i) The School's Child Protection procedures
- ii) The names of the Designated Teacher and her deputy
- iii) How to identify the signs and symptoms of possible abuse (See Child Protection Policy)

All adult members of the School community are issued with the Code of Conduct for Staff (see Appendix 3) and have completed/passed an online module developed by Legal Island on Child Protection.

### c. Liaison with Outside Agencies

The Pastoral Care Team works closely with the following agencies:

- i) Familyworks
- ii) CEOP
- iii) EISS - Barnardo's
- iv) EASER Child Protection Officers
- v) Police Service for Northern Ireland
- vi) The Education Welfare Service
- vii) Social Services
- viii) CAMHS
- ix) CAIT
- x) Nexus
- xi) The Rowan Centre

A multi-disciplinary contact list is regularly updated.

#### **d. Liaison with Parents**

Members of the Pastoral Care Team attend Parent Information meetings and Parent Consultation meetings throughout the School year.

They work in very close partnership with parents in order to give full support to pupils with particular needs. Where a pupil is receiving support from the Pastoral Care Team for a serious personal matter, a member of the Team will normally contact the pupil's parents and liaise closely with them.

#### **e. Liaison with Staff**

- i) The Pastoral Care Team works closely with the Learning Support Co-ordinator on matters of referral and support to ensure that the specific needs of individual pupils are met (See SEN policy).
- ii) The Team liaises regularly with Section Heads, Year Heads, Form Teachers and subject teachers as appropriate.
- iii) Where a pupil has approached a member of the Pastoral Care Team for counselling, details of the interview and support offered may be given to other members of the Team to decide on the next course of action. If appropriate, written details are given to Section Head, Year Head and Form Teacher.
- iv) The Pupil Counsellors will only discuss with the Designated Teacher for Child Protection, issues that deem a pupil to be 'at risk'. This will be discussed with the pupil in the first instance and they will be made aware of the information being passed on. Every effort will be made to get the pupil's agreement on what will be said to the Designated Teacher.
- v) Issues of a Child Protection nature are only discussed by the Designated Teacher for Child Protection, the Deputy Designated Teachers for Child Protection and the Headmaster.

#### **f. Organisation of the Peer Supporter Scheme and the Pastoral Prefect**

- i) The Peer Supporter Scheme enables senior pupils to give pastoral support to younger pupils in a range of issues. (See Appendix 4).
- ii) All Peer Supporters and the Pastoral Care Prefect are given training by members of the Pastoral Care Team and are trained in Child Protection procedures.
- iii) The Year 14 pupils who have been selected to become Peer Supporters are allocated to Form classes: two are placed with each Form class in Years 8 – 10.
- iv) The Pastoral Prefect liaises closely with, and is directed in her duties by, the Head of Pastoral Care.

## **5.2 Form Teachers**

Form Teachers have a key role to play in the pastoral care of their pupils:

5.2.1 Form Teachers are important role models for their pupils and have a key part to play in assisting them to feel valued and secure, and to have high self-esteem and confidence.

5.2.2 Year 8 Form Teachers are involved in the induction programme for new pupils.

- 5.2.3 All Form Teachers monitor the academic and personal progress of their pupils, liaise with parents and make referrals to Year Heads, Section Heads and the Pastoral Care Team as appropriate.
- 5.2.4 Form Teachers have a responsibility to promote positive behaviour by ensuring that their pupils have a clear understanding of reward and sanction systems. (See Behaviour policy).

### **5.3 Teachers with responsibility to write and deliver key aspects of the curriculum**

Years 8 – 14 receive Personal Development and Health Education through a variety of sources, including the PD strand of LLW, workshops and talks. (See Curriculum Policy; Cross Curricular themes; Health Education; Drug Education; Relationships and Sexuality Education).

## **6. CONFIDENTIALITY**

- 6.1 Teachers should not promise confidentiality. The Headmaster or Designated Teacher must be informed of any disclosures which might suggest that a pupil is at risk or that physical, emotional or sexual abuse or neglect is suspected. (See Child Protection policy).
- 6.2 Where the circumstances lead the teacher to believe that the pupil has embarked on or is contemplating conduct which is likely to place her in moral or physical danger, or in breach of the law, the teacher has a duty to inform the pupil of the risks involved.
- 6.3 The pupil must be made aware that the teacher can offer no guarantee of confidentiality.
- 6.4 A teacher approached by a pupil for counselling on personal matters should, where appropriate, encourage the pupil to seek advice and support from her parents and/or from qualified professionals. The teacher should refer the matter to a member of the Pastoral Care Team as soon as possible.

# **APPENDIX 1**

# PASTORAL CARE

- If you have something important to talk to staff about.
- If you are worried about something that is happening to you, or to someone you know.
- If you need help, or if you need to know how to get help the staff are here to listen and to help – they will try to do what they can.
- If you are worried about telling things in confidence, tell the Staff – they will understand. If they are concerned about your safety, they may need to share this with others, but they will always tell you first.

**Mrs Law, Head of Pastoral Care, is Designated Teacher for Child Protection.**

**Mrs Law is Head of Pastoral Care** for the whole school. If you have any issues which you would like to discuss with her, you can speak to her in the PASTORAL CARE OFFICE beside Sick Bay.

**Mrs Wilson is Deputy Designated Teacher for Child Protection and Deputy Head of Pastoral Care.**

**Mr Montgomery is Deputy Designated Teacher for Child Protection and Vice Principal in charge of Pastoral Care.**

**Mrs Monroe is the Pastoral Care Assistant.**

**Mrs Cheryl Brown is the School's Pupil Counsellor and will be on duty every Thursday from 8.45am to 2.45pm & Friday from 8.45am -12.45pm.**

**Mrs Katrin Walker, a counsellor from Familyworks Counselling Service, will be on duty in school every Wednesday.**

**Lunchtime drop-in appointments are available on a first come, first serve basis.**

To speak to a counsellor you can call in or arrange an appointment by using the self referral box located outside the Pastoral Care Office, or by speaking to a member of the Pastoral Care Team.

If you are still unsure about talking to a member of Staff, you can telephone.

**ChildLine on 0800 1111**  
**NSPCC on 0800 800500**  
**Youth Line on 08088088000**

These calls are free, and they will not show up on your phone bill.  
They will help you work out what to do next.



## APPENDIX 2

### PERSONAL SAFETY

#### **1 Unwelcome attention from another pupil**

This could mean that someone speaks to you or touches you in such a way as to hurt you, frighten you, or make you uncomfortable.

If this happens to you:

- Try to make eye contact and tell the other pupil that you do not like what she is doing or saying, and ask her to stop.
- Get away from the situation as soon as possible.
- Tell a teacher what has happened as soon as you can.
- Tell your family.
- Do not blame yourself for what has happened.

#### **2 General advice about keeping safe**

- Make clear arrangements with your family about how you should travel to and from School.
- If you are walking, choose a well lit and well used route. When possible, walk with a friend.
- Walk confidently – head up, shoulders back, especially if you are alone.
- Let your family know when you are going to be later home than usual.
- Talk to an adult if you are at all concerned about your safety.

## APPENDIX 3

### GLENLOLA COLLEGIATE SCHOOL

#### **Child Protection: Code of Conduct for Staff (including Substitute Teachers)**

The School seeks to foster an environment where the individual pupil is enabled to achieve her potential and have a sense of self-worth. This environment needs to be safe – both for pupils and for members of Staff.

It is hoped that these guidelines will not only protect pupils but that they will assist staff in the fulfilment of their duties.

#### **1 Private Meetings with Pupils**

- (a) When speaking privately to a pupil or to a very small group of pupils members of Staff or visiting adults should ensure that they use a room with visual access, or that the door is left open.
- (b) Where a member of Staff or a visiting adult agrees to help a pupil with a subject after School this should be done in a classroom as near to the Staffroom as possible. Where such arrangements are made, a more senior member of staff should be informed in advance.

#### **2 Physical Contact with Pupils**

- (a) As a general principle, Staff or visiting adults are advised not to make unnecessary physical contact with their pupils.
- (b) There are exceptions to this however, for example in connection with coaching/demonstrating by the Physical Education Department.
- (c) Staff who have to administer first aid to a pupil should ensure wherever possible that this is done in the presence of other children or another adult. Wherever possible, first aid should be administered by the Matron or a female member of Staff.
- (d) Staff or visiting adults should never touch a child who has clearly indicated that she is, or would be, uncomfortable with such contact, unless it is necessary to protect the child, others or property from harm.
- (e) Physical punishment is illegal as is any form of physical response to misbehaviour, unless it is by way of necessary restraint. (See Use of Reasonable Force Policy).
- (f) Any physical contact which would be likely to be misinterpreted by the pupil, parent or other casual observer should be avoided.
- (g) Staff should be particularly careful when supervising pupils in a residential setting, or in approved out of School activities, where more informal relationships may exist.

### **3 Choice and Use of Teaching Materials**

- (a) Members of Staff should take considerable care not to include inappropriate topics for discussion with a pupil or pupils.
- (b) Particular care should be taken when using teaching materials of a sensitive nature. (See RSE Policy).
- (c) Members of Staff should take considerable care not to use inappropriate resources with pupils whether written, pictorial or video material.

### **4 Relationships and Attitudes**

- (a) Members of Staff should not use inappropriate language to a pupil or pupils at any time.
- (b) Where criticism has to be made of pupil's behaviour or work, this should be done in as constructive a manner as possible. Care should be taken to ensure that the criticism by the member of Staff does not degrade the pupil.
- (c) On the occasions when a pupil is to be disciplined it is essential that the sanction imposed does not degrade the pupil. (See Behaviour Policy).
- (d) Particular care should be taken to respect the pupil's right to privacy for example when changing for Physical Education or Drama classes, however members of Staff should ensure that pupils are supervised at all times.
- (e) Members of Staff should not offer a lift to an individual pupil.
- (f) On the occasion of a pupil waiting to be collected by a parent following an evening School event, parents should be contacted and a member of Staff should wait with the pupil wherever possible.

### **5 Environmental Risks**

Members of Staff should be particularly careful when supervising pupils where there is a risk to pupil safety.

- (a) School and DE Guidelines should be followed in classrooms for practical subjects (copies of these should be included in Departmental Schemes of Work/Reports). Pupils should be made aware that they should not be in these areas unless supervised.
- (b) All members of Staff should be particularly careful about pupil safety throughout the School, especially on stairways, in galleries, playgrounds and car parking areas.
- (c) Pupil safety is also of paramount importance when on educational visits and on work experience. School and DE Guidelines should be followed by Staff in these circumstances.

## APPENDIX 4

### PEER SUPPORTERS

#### **Introduction**

The School's Peer Supporters scheme provides a safe opportunity for pupils to share concerns and explore their own solutions to a range of difficulties.

It acknowledges the fact that young people often feel easier talking to other young people about issues that affect them.

The scheme involves trained young people working as active listeners and facilitators. It assists and enhances a more effective system of pastoral care. It is not a replacement for the current School system but an addition.

It builds on the willingness of young people to act in a friendly and supportive way towards one another and has potential for being a positive influence on the climate of the School. (See Behaviour policy).

#### **Aims of the scheme**

- 1 To provide additional support to any pupil in Years 8 – 10, who may be experiencing personal or academic problems.
- 2 To provide a service for pupils who need support but who may feel uncomfortable making an approach to staff.
- 3 To further foster the caring and supporting ethos of the School between staff and pupils but also between pupils of different year groups.
- 4 To help ease the transition from Primary to Secondary School for Year 8 pupils.
- 5 To help provide a more comfortable environment for pupils who feel isolated or who are experiencing difficulties with their classmates, particularly in the non-teaching times of the day.
- 6 To assist Form Teachers in helping pupils feel valued and secure, and to have high self-esteem and confidence.
- 7 To encourage senior pupils to contribute to the ethos of the School and at the same time to develop their own inter-personal and citizenship skills.
- 8 To enable the Pastoral Care Team to spend more time on the most serious difficulties experienced by pupils.



**APPENDIX 5**



**GLENLOLA COLLEGIATE SCHOOL**

**CHILD PROTECTION – Reporting a concern**

If you have a concern about your daughter's safety in School and wish to make a complaint against a member of Staff you may contact the School and speak to any of the following people:

Your daughter's	<b>Form Teacher, Year Head or Section Head</b>
Mrs J Wilson	<b>Deputy Designated Teacher for Child Protection</b>
Mr B Montgomery	<b>Deputy Designated Teacher for Child Protection</b>
Mrs H Law	<b>Designated Teacher for Child Protection</b>
Mr E Thompson	<b>Headmaster</b>
Mrs A Edmund	<b>Governor responsible for Child Protection</b>

You may also contact either of the following agencies directly:

<b>South Eastern HSC Trust</b>	
<b>Gateway Service</b>	<b>0300 1000 300</b>
(For child protection referrals to Social Services)	
<b>Out of hours Social Services</b>	<b>02890565444</b>
<b>Emergency Number</b>	
<b>PSNI</b>	
Non-emergency number	<b>101</b>
In an emergency	<b>999</b>