

Queenswood



# Pastoral Care Policy

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<i>Issued by</i>	Deputy Head Pastoral
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## PASTORAL CARE POLICY

### *Policy statement*

Queenswood is committed to ensuring the health, safety, enjoyment and achievement of every girl in the School, and pastoral care lies at the very heart of school life. This is reflected in the Aims and Ethos, in the Queenswood Code and in the holistic approach, which is applied to the education of the girls, focusing on the development of their all-round experience and the maintenance of their well-being.

### *Aims and objectives*

The aims and objectives of this policy are:

- To ensure every girl feels safe and cared for.
- To ensure that each individual girl fulfils her academic potential.
- To ensure that each individual girl has a rich and rewarding experience in the Co-Curricular life of the School.
- To develop the girls' self-esteem and confidence.
- To foster an atmosphere of mutual respect between pupils and between staff and pupils.
- To ensure that each girl feels she has someone to whom she can talk.
- To address issues such as bullying and unkindness rapidly and with sensitivity.
- To prepare the girls for the challenges of adult life.
- To encourage good values: respect, honesty, courtesy, loyalty, commitment to work and school life.

### *Roles and responsibilities*

All members of staff have a responsibility to provide excellent pastoral care. The Principal has overall responsibility for ensuring that this care is of a high standard. Other staff who play a key role in the pastoral care of the pupils are: the Deputy Head Pastoral, the Assistant Heads, Heads of Year, , the Housemistresses/Houseparents, Tutors, the School Counsellor, Independent Listener and School Nurses, the Boarding Assistants and House Tutors and all those involved in teaching and the running of the Houses.

The designated Governor with responsibility for monitoring pastoral and welfare matters on behalf of the Board of Governors is Dr Oonagh McGuinness.

### *Delivery of pastoral care*

The following measures ensure that pastoral care is delivered effectively:

### *Pastoral Structure*

- The pastoral structure is designed to provide holistic care of the girls.
- Girls are cared for by their Tutor, Housemistress/Houseparent.
- House Tutors visit the House weekly and work closely with the House staff.
- Tutors are the first point of contact for girls, parents and staff. Although we appreciate boarders and boarding parents may go to House staff first.attached to the Houses and each girl belongs to a small tutor group, usually comprising less than 10 girls.

- Medical Centre Staff, School Counsellor and Independent Listener are available to support girls.
- Heads of Year oversee the pastoral and academic wellbeing of the girls in their year group.
- There is an excellent staff/pupil ratio.
- The Assistant Head of Pupils oversees the Heads of Year for Years 7 – 11 and the Head of Sixth Form oversees Years 12 and 13.

### *Monitoring of Individual Girls*

The well-being of pupils is monitored carefully and reviewed frequently in meetings, including:

- Whole staff briefings.
- Pastoral team meetings.
- Individual meetings between the Assistant Heads, (Pupils and Sixth Form) and Deputy Head Pastoral.
- Regular meetings between the House staff and Deputy Head Pastoral
- Meetings between the Principal, the Deputy Head Pastoral and the Assistant Heads,
- Review meetings for specific year groups.
- Monitoring of academic progress and contribution to co-curricular activities.
- Meetings between the House staff and Medical Centre
- Meetings between Deputy Head Pastoral and Medical Centre
- Meetings between Deputy Head Pastoral and the School Counsellor, ensuring confidentiality is not compromised.

All major concerns raised about pupils are carefully tracked, monitored and reviewed by the Principal and/or Deputy Head Pastoral.

### *Communications*

Staff - Pastoral care can be compromised if relevant information is not known by staff concerned. Sensitive information is managed on a need to know basis, but in general, information about pupils' needs will be shared among all who care for them. Relevant information might include special needs, medical, family, behavioural, social and emotional matters.

### **Parents**

There is regular communication with parents, particularly when there are concerns about individual girls.

### **Pupils**

The 'open door' approach of all staff, including the Principal, the Deputy Head Pastoral, encourages girls to raise concerns they may have about themselves or their friends. (The House meetings are an additional opportunity for girls to raise concerns about members of their House.) Any concerns raised by girls are treated with the utmost sensitivity.

### *Monitoring and assessment*

The monitoring and assessment of pastoral care provided at Queenswood is conducted continuously via a wide range of processes and meetings. These include:

- Governors' Education Committee.
- Overview by the Assistant Heads.
- Periodic pupil surveys.
- Periodic parent surveys.
- Audits of concerns to inform strategies.
- Appraisals of House staff.
- Oversight of the delivery of pastoral care in the Boarding Houses by the Deputy Head Pastoral and the Assistant Heads, (Pupils and Sixth Form) and the Head of Boarding.
- Recording, monitoring, review and audit of complaints.
- Overview of trends and issues by the Deputy Head Pastoral.

Outputs from all the processes and procedures above inform periodic evaluations and reviews of the provision and delivery of pastoral care at Queenswood.

### *Other related school policies and procedures*

- Aims and Ethos
- Anti-Bullying Policy
- Behaviour Policy
- Complaints Policy and Procedure
- EAL Policy
- Expulsion, Removal and Review Policy
- Learning Support Policy
- PSHCEE Policy
- Rewards and Sanctions Policy
- Safeguarding Children (Child Protection) Policy
- Supervision Policy