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| **ST ANDREW’S COLLEGE POLICY DOCUMENT** | |
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**Introduction**

Under Standards 2 and 17 of the Minimum Standards for Boarding Schools, it is expected that “each boarder has a choice of staff to whom he/she can turn for personal guidance or for help with a personal problem.” Also “pupils are not penalised for raising a concern or making a complaint in good faith”.

**People that students can talk to**

Within the college we operate a system, whereby all boarders have a range of people, easy accessible, which whom to share their thoughts and concerns.

These people include:

All house managers   
Student’s personal tutors   
The Accommodation Officer   
The Head of Pastoral Care (Helen Widdall)   
Subject teachers   
Host parents   
The college Independent Listener   
The college counsellor

**The role of the house manager**

All those involved in residential care have a role to ensure that individual children are aware of the support that is available to them which may address issues around-

* Emotional needs
* Fears around bullying
* Concerns around health care issues
* Academic issues and the monitoring of progress
* Supporting children to resolve complaints
* Any other issue significant to the child

When a staff member has reason to believe that a boarder or her/his family is in need of help or advice which the staff member is not competent or able to give (by reason of circumstances beyond her/his control), s/he shall inform the child (or the child’s family) and give such assistance as s/he can towards obtaining the appropriate help, treatment or advice.

In a professional relationship between a house manager and a child, it is the responsibility of the adult to identify if and when that relationship no longer serves the aims and objectives of the college. It is the staff member’s responsibility to make themselves fully aware of the social, legal and professional consequences of any action requested by the child which may be professionally, morally, legally or ethically questionable.

**External contacts**

 All boarders have the opportunity to contact an adult (an independent listener) outside the college in order to talk through issues that feel unable to raise with college staff.

Throughout the college, there are posters highlighting different organisations, such as Childline, that a child can contact if they wish to discuss any concerns.

**Confidentiality**

Whilst wanting to ensure that boarders have one or more members of staff to whom he or she can turn for personal guidance or with a personal problem, the issue of confidentiality needs to be clarified. In issues concerning child protection staff are reminded of the extensive practice guidelines contained in the Child Protection Policy. The following should be noted:

If a child starts to disclose abuse: -

* Re-assure the child that s/he is right to tell and is not to blame
* **Do not** promise **not** to tell anyone else; explain that you must make sure the child is safe and may need to ask other adults to help you to do this.

**NO MEMBER OF STAFF SHOULD OFFER ANY CHILD CONFIDENTIALITY IN MATTERS WHICH COULD OR HAVE AFFECTED THE CHILD’S PHYSICAL, SOCIAL, EMOTIONAL OR SEXUAL WELLBEING.**

**Next review: August 2020**