

BROCKWOOD PARK SCHOOL
PASTORAL CARE and BOARDING POLICY including BOARDING STATEMENT

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1 Introduction and Intentions

This policy outlines the school's approach to pastoral care and to important elements of its boarding practice. It should be read in conjunction with other policies and documents that outline other parts of our boarding practice, such as our Medical Policy, Safeguarding and Child Protection Policy, Complaints Procedure for Parents, Anti-Bullying Policy, Equality and Diversity Policy, Student Supervision Policy, Mental Health Policy, Health & Safety Policy, Fire Safety Policy and Behaviour of Student Policy.

Brockwood enjoys a high degree of cooperation between the Pastoral Coordinator, the Head of Boarding, Floor People, Advisers, Infirmary Staff, the School Management Committee, teachers, parents and the students themselves with respect to boarding and pastoral care issues. All school staff members have responsibilities for the pastoral care of students.

Because of the small and family-like setting, staff are usually quick to notice signs of uncharacteristic or problematic behaviour among students, and students are encouraged to and generally feel comfortable to inform staff, either about their own difficulties, or if they feel a fellow student is unhappy, in trouble, or behaving badly. Students are regularly discussed by staff in weekly meetings. The Pastoral Coordinator oversees all students' well-being and discusses individual cases in weekly pastoral meetings, and floor staff and student advisers are in close contact with individual students on a daily and weekly basis.

Parents will be informed by the Infirmary Team or by the Pastoral Coordinator if there are concerns over health or behaviour. Reports on students' progress are sent to parents twice yearly (December and July), and all parents are invited to visit or stay at the school during Parents' Weekend, to attend regular online meetings with staff on different topics (at least once per term) or to visit the school at other times.

This policy is based on the following principles and intentions:

- Boarding practice and pastoral care should operate in harmony with the overall intentions of the school and its founder
- Students should feel safe at Brockwood and are encouraged to think of Brockwood as their second home
- Students should feel able to talk freely and openly with staff members, and to resolve their differences, if any, with staff members in a reasonable manner
- Unacceptable behaviour will be challenged through discussion as the first line of response, but in case of repeated behaviour other consequences might be decided upon by the pastoral coordinator and other staff members.
- If there are concerns about a student, parents or guardians will be informed at the earliest possible stage and may be involved in a discussion of appropriate steps to be taken

- Prohibitions, suspensions or expulsions are considered as consequences intended to help deal with the issue of inappropriate behaviour rather than as punishment for ‘bad’ behaviour
- Before coming to Brockwood, both students and their parents are asked to read and sign their acceptance of the school agreements: these can be viewed separately (please refer to the ‘Behaviour of Students Policy’) but relate in particular to the disallowing of non-vegetarian food, of smoking, alcohol consumption or substance abuse, of sexual activity, night-time activity, unreasonable fashion displays and restrictions on the use of devices

2 Statement of Boarding Principles and Practice

Brockwood Park School is a full boarding school. This is because of the international nature of the school, but also because boarding is at the heart of the kind of education the school is concerned with. Boarding enables important learning about self and relationship to extend far beyond the limitations of the classroom or extra-curricular activities. Boarding practice at Brockwood is based on the principles of sharing, responsibility for self and others, learning in relationship and recognition of the importance of community living.

Boarding at Brockwood is intended to be cooperative, and unregimented; a minimum number of rules ensure the health, safety and well-being of the boarders, and there are plenty of forums for students to make suggestions, raise questions and contribute to the day-to-day life and activities of the school. The ethos of the school means that there are no competing houses and students are encouraged instead to think of themselves as members of the whole Brockwood community. The school community takes its meals together in the Dining Hall (or outside in fine weather).

Our approach to boarding and pastoral care is primarily concerned with creating an atmosphere where all the students feel safe and cared for. It is crucial that staff establish a relationship with students so learning can be facilitated and students can flourish. All residential staff members have a role to play in the wellbeing of the students and regularly discuss the best way of approaching pastoral matters. For the boarding and pastoral care practice to succeed it is imperative that residential staff members work together with other staff, the Head of Boarding and the Pastoral Coordinator in all matters related to student wellbeing. It is paramount that staff members share behavioural issues in a sensitive manner among themselves and with the Pastoral Coordinator so staff can closely work with students addressing those issues in a healthy, kind and intelligent manner.

The wellbeing and safety of students is paramount, and the full range of principles and practices outlined in this and other related policies describe how this is being achieved at Brockwood.

3 Boarding practice and procedures

Below, relevant procedures to pastoral care and part of our boarding practice and provision are described in some detail.

3.1 Boarding accommodation

Brockwood provides high-quality boarding accommodation to its students. Most students either share a room with one other student, or have single accommodation, with some younger students sharing with a maximum of two other students. The school ensures that student accommodation is safe and comfortable, provides enough privacy as well as freedom for students to personalise their rooms. Students, especially those who are returning, are able to express a preference which room or wing to stay in and who to share with. There is a system in place for staff and students to report damaged or faulty items and furniture in their rooms in which case the issues are addressed promptly by the school's maintenance team. Good protection for boarders' possessions is in place, and boarders have access to a school safe and can request individual safes for their rooms as well.

Students at Brockwood live on one of five wings (or floors): the East Wing, the West Wing, the Cloisters, the East Pavilions and the West Pavilions. They are supported by several residential staff members living on each wing. The school has written risk assessments for each of the wings of student accommodation which are reviewed regularly by floor staff and the Head of Boarding.

One of the residential staff members looks after the state of the students' rooms all year around. The role of that staff member is to make sure that enough care and attention goes to the cleanliness and hygiene of students' rooms. All the students' queries about rooms go to that staff member, who will check the state of the rooms weekly and be in communication with the Pastoral Coordinator, Head of Boarding, Housekeeper and Advisers regularly. Any health and safety or hygiene related issues (e.g. mould, faulty furniture) regarding student rooms will be immediately reported to the Infirmary or Maintenance teams. Students will be informed about basic cleaning practices necessary to maintain their rooms in a clean and hygienic state.

3.2 Provision of foods and drinks

The school ensures that wholesome, vegetarian (with options for vegan and gluten free) food is provided for all students, including for those with special dietary, medical and religious needs. This includes main meals (breakfast, lunch, dinner) as well as healthy snacks for tea time. Smaller snacks such as a variety of fruit, dried fruit, nuts and seeds are always available in the food servery of the school. Herbal teas and other hot drinks are

available at all times in the school's tea servery. Students are able to give feedback and express preferences regarding the food provision via weekly core group and floor meetings.

Students also have the opportunity to use the student kitchen to prepare their own meals on the weekends and a system is in place to make sure the space remains safe and hygienic.

All students also have constant access to filtered drinking water via water dispensers located in each area of accommodation.

3.3 Student voice and contribution

Students at Brockwood have a very strong voice and are in many ways contributing actively to the daily running of the school. Students and staff (including management staff) live closely together and have daily family-like interactions over meal times and during other activities, meaning that staff naturally tend to have a strong understanding of what issues are currently important to students. Our intention is to create a culture where students can freely bring up or share their concerns or reflections about the school with individual staff. If they wish to bring up feedback, ideas or requests more formally, several forums are available to them weekly, like Core Group Meetings (also called Forums), Floor Meetings, Inquiry Times, Student Advising times and School Meetings. Students can also approach any staff they trust to share their own personal issues if they wish to. We expect staff to engage with students in this important process of education in order to learn together about the art of living. We expect staff engagement with students to be healthy and caring. Feedback received by students is being discussed in weekly staff meetings, and then brought back to students via the forums mentioned above.

3.4 Health & Well-Being

Students with medical needs or illnesses are supported by the Infirmary Team and floor staff. Please refer to our 'Medical Policy' for more detail.

For those students with mental health issues the school offers a safe and caring environment and warm support from the residential staff members, as well as external support, if necessary. The school is in contact with various counsellors (mostly online) who offer free trial sessions for those students who wish to explore the possibility of counselling. Parents' consent for longer-term counselling sessions is required and they will be charged for any further sessions arranged with the counsellor. The school's 'Mental Health Policy' explains in more detail the strategy and procedures we have in place.

3.5 Access to Student Records

Students' pastoral records are stored on our school management information system, Salesforce, and can only be accessed by staff members with permission to do so. Confidential information is stored separately and in accordance with our Data Protection Policy.

3.6 Permission Procedure

Parental permission requests are needed for **exceptional absences of students during term time**, and for **exceptional use of personal electronic devices** (laptops and tablets). All permission requests have to be sent to permissions@brockwood.org.uk and will be reviewed and answered by the pastoral coordinator.

Permissions for exceptional use of laptops/tablets have to be requested at least one week before the beginning of the academic year via a google form sent out in August, or via email in case a new device is bought or needed during the year. Please read our 'Use of ICT, Mobile Phones and Other Electronic Devices Policy' for more details.

Permissions for exceptional absences during term time have to be requested at least three days (and ideally longer) in advance via email.

Term time absences:

Brockwood permits students to be away during term time **only in exceptional cases** such as a very important family event, in case of a medical emergency or for educational purposes. This applies to the whole week, but particularly to weekdays where classes and other whole-school activities are happening every day.

Weekend absences:

As a small international, residential boarding school, we feel it is important that students stay on the grounds and with their school community during term times, including on weekends. Exceptions to this rule will be considered in special circumstances and can be requested via the Pastoral Coordinator (see below). Parents and students should be aware that where such exceptional weekend absences are seen as necessary and helpful, they should be limited to one weekend absence per half-term.

During most of the school year, students will also be allowed to visit the neighbouring towns of Petersfield and Winchester for short day trips on Saturdays (with a latest return to the school by 7pm dinner time).

Parents will be allowed to visit their children on the Brockwood grounds during certain periods of the school year. Please contact guests@brockwood.org.uk to arrange such visits.

Procedure for all exceptional absences:

When, in exceptional circumstances, a student wishes to leave the school during term time or over the weekend, **a permission request needs to be sent (by the parents) to the pastoral coordinator via permissions@brockwood.org.uk, wherever possible at least three days in advance.** The pastoral coordinators, in consultation with other staff members, will make a decision and let parents, students and Advisers know of the outcome. Additionally, once the request is accepted, parents will be asked to fill out an online form to provide further details about the requested absence (location where the student will be staying, contact details, etc.).

All staff members will be aware of students not on campus via an away list.

4 Roles and Responsibilities

As pointed out above, all residential staff members have responsibilities for the pastoral care of students at Brockwood. A thorough pastoral and boarding induction, overseen by the School Management Committee, the Head of Boarding and the Pastoral Coordinator, happens for new staff members at the beginning and throughout their first year at the school. Pastoral Coordinator, Head of Boarding, Student Advisers and Floor People have specific roles and responsibilities that will be outlined below.

4.1 Overall Pastoral/Boarding Approach for Residential Staff Members

- Staff will aim to create a safe atmosphere of openness and honesty where learning can take place
- Staff will be expected to work caringly and professionally and not to instil fear or guilt in the students and not to get emotionally involved with them
- Staff will encourage students to find things out by themselves
- Pastoral care is provided by the whole staff body (teachers, advisers, pastoral coordinators, etc.), not by an isolated person; cooperation is paramount
- Staff are expected to have a good understanding of the agreements and pastoral issues that repeat themselves over the years, and to seek advice from the Pastoral Coordinator when in doubt as to how to address an issue

4.2 Responsibilities of the Pastoral Coordinator and Head of Boarding

The Pastoral Coordinator oversees the pastoral care of students at Brockwood. They work closely with the Head of Boarding (forming the *pastoral team*), other members of the School Management Committee, the Student Advisers, and other residential staff to ensure that students receive the care and affection they deserve and that problems and difficulties are noticed and addressed quickly. The Head of Boarding has a general overview of the boarding practice and management at the school.

The Pastoral Coordinator is the first point of contact for staff that notice difficulties or needs that a student is having. They induct staff to make sure they are aware of and confident in their pastoral responsibilities, and encourage them to make notes and pass on observations relevant to the pastoral care of the students. The Pastoral Team has a weekly meeting (sometimes including other selected members of staff) to discuss general pastoral issues and procedures as well as specific students that need additional support or observation. If a student displays persistent behavioural difficulties (e.g., disruptive behaviour or disregard of school agreements), the Pastoral Coordinator will meet with the student to address the issues and, if necessary, devise an action plan or decide on a further consequence (sanction) for the student. This is done in consultation with the School Management Committee and other

staff members. In case of a student with persistent emotional difficulties, the Pastoral Coordinator will meet the student and set out to find the appropriate additional support for the student which might include the use of external services such as counselling.

The Pastoral Coordinator also represents the first point of contact for students that go through difficulties and would like to receive additional support, either in-house or from external providers.

They are in regular contact with the parents via termly (online) Question and Answer sessions, and deal with all permissions related issues such as those regarding student absences and the use of ICT devices such as laptops and tablets. While the Student Advisers are the main contact for parents for general (day-to-day) issues, the Pastoral Coordinator will be in contact with parents of students who experience persistent or severe behavioural or emotional difficulties.

The Pastoral Coordinator also acts as the school's Mental Health Lead. They are in regular contact with the external providers of emotional, SEN and mental health support (counsellors) working for the school. For more details on the school's mental health support, please read the 'Mental Health Policy'.

The Pastoral Team makes sure that further staff training about boarding practice, pastoral care and mental health support is offered yearly to all staff and they work closely with Student Advisers and other staff.

The Pastoral Team also oversees the PSHE (Personal, Social, Health and Economic education) and RSE (Relationships and Sex education) programme at the school, together with one other appointed staff member. For more information on the school's PSHE and RSE provision, please read the 'PSHE/RSE Policy'.

Depending on the circumstances, an additional member of staff is appointed to form part of the pastoral team (as *pastoral support staff*) together with the pastoral coordinator and supports the coordinator in the pastoral support of students and other related tasks.

4.3 Responsibilities of the Student Advisers

Every student at Brockwood has a Student Adviser and each Adviser has a group of around 6 students to look after.

A Student Adviser (in cooperation with the Pastoral Coordinator) oversees the overall educational progress and well-being of the student. They meet weekly with individual students and with the group to share and discuss topics related to learning. For day-to-day matters and the overall well-being of the student, Advisers are the main contact people for

parents, and they are also in touch with the Pastoral Coordinator. If they become aware of more complicated behavioural or mental health issues, they will inform and work together with the Pastoral Coordinator to address the issue. In cooperation with the Pastoral Coordinator, Advisers oversee and handle the practicalities of special arrangements with regards to their advisees' personal devices (laptops, tablets, etc.).

At the beginning of the year, Advisers are trained by the Curriculum and Pastoral Coordinators regarding topics that consistently surface every year. Advisers maintain regular contact with students and represent the first contact point for students in day-to-day matters.

Advisers will be expected to be familiar with the student's reports from the previous years and to seek advice from the student's previous advisers.

4.4 Responsibilities of the Floor Staff

Brockwood currently has five floors or wings (areas of student accommodation): West Wing (girls), East Wing (girls), West Pavilions (usually boys), East Pavilions (usually girls) and Cloisters (boys). Depending on the size of the wing, between 2 and 5 residential staff members live on the wing with the students. They are called floor staff.

Floor staff are the first point of contact for students at night, in case of emergencies or other important requests. They do morning and evening checks (floor duty) and regularly meet with the students on the wing to discuss important issues of living together (floor meetings).

Floor staff on duty are also responsible for collecting and handing out students' smartphones on Saturdays. For more information, please refer to our 'Use of ICT, Mobile Phones and Other Electronic Devices Policy'.

Floor staff are also responsible to help ensure that students are fully aware of house rules regarding safety, housekeeping etc. This happens initially during the student induction in the first 10 days of the year, and via the weekly floor meetings and during daily floor checks.

5 Agreements and Key Information for Students

5.1 School Agreements

The school agreements are included in our 'Behaviour of Students Policy' and can also be found on the school website as well as in the Student/Parent Handbook. Every student is made familiar with the agreements during the admissions process and asked to reflect on them thoroughly before deciding to join the school. Both the student and one of their parents, or guardians, are required to read, sign and return a copy of the agreements before the school year begins. At the beginning of each school year, there are further activities to explain each agreement and have room for questions and clarifications as part of the student induction. For more detailed information on agreements and sanctions please read the 'Behaviour of Students Policy'.

5.2 Key Information for Boarders, Student Induction and Wing Agreements

Over the course of the first 10 days of the academic year, the school organises a range of introductory activities that serve as an overall induction for new and returning students. As part of this induction and within the first few days of arrival, floor meetings (for staff and students living in the same wing/area) and other activities will be organised to cover the following points that include key information for boarders as well as important wing and school agreements.

Welcome and buddy system: Students will be welcomed in their area of accommodation (wing) and new students with limited English will be coupled with other students or staff that speak their language who can make sure they understand the contents of the student induction. At the beginning of the year, each new student will have a buddy (a returning student) to help them get settled at the school and be available for questions.

Role of the floor people and other key staff members: Key roles (floor staff, Infirmary Team, Pastoral Coordinator, Head of Boarding, DSL, School Management Committee, Estate & Maintenance Manager, etc.) will be explained to students. The student will also get to know their student adviser for the year who will be their (and their parents') first point of contact for all practical and academic matters.

Independent Listener: The Independent Listener is a person living outside of Brockwood who is available to discuss with students in confidence any personal problems, or problems with the school, that they feel unable to discuss with anyone in the school. Our current Independent Listener is Anne Greene. She lives in London. She visits the school from time to time and students can ask to see her in private during one of her visits if they wish.

Tel: 00 44 (0) 797 666 7473. Email: agreenesage@gmail.com.

Other support services: In case of problems or distress where students would prefer to talk to someone external in confidence, they can contact child specific support services such as [Childline](#) (Telephone: 0800 1111) and [Help at Hand](#) (Telephone: 0800 5280731; email: help.team@childrenscommissioner.gov.uk) via the school telephones or computers. These and other services are always signposted on the school's *Pastoral Corner* noticeboard.

Floor duty (morning and evening checks): A staff member on floor duty will do a morning check on the wing around 45-60 minutes before Morning Meeting. Sick students will be registered and taken care of by the Infirmary Team during Morning Jobs time and throughout the day. The staff member on floor duty will do an evening check at floor check time at 22:00 (23:00 on Fridays) to make sure all students are well and accounted for.

Floor meetings: Weekly floor meetings will be held to discuss important issues and give people a chance to express what they feel and need.

Wing times: There are different times that apply to help students and staff live together harmoniously on the wings (areas of accommodation). **Quiet time:** All wings have to be quiet every day from 21:00 so that people can rest and sleep early if they wish to. This implies no slamming of doors, no music and no loud talking in corridors or common areas.

Floor check time: Students are to be in their own wing by 22:00 (23:00 on Fridays), unless there are exceptional circumstances, in which case they must have permission from the Floor People involved. **Room time:** Students must be in their own bedrooms by 23:00 (midnight on Fridays). They are not allowed to visit each other's rooms after that time, and before breakfast the next day.

Privacy: All students need to have appropriate privacy in their rooms and areas of accommodation. Simple ways of respecting the privacy of all students will be explained during the student induction. Those students sharing a room are expected to respect the privacy of their roommates and come up with ways and agreements for a harmonious living together. To assist with everyone's feeling of privacy in the areas of accommodation, girls are not allowed to visit boys' wings, and vice versa.

Student rooms, furniture and decoration: We expect that students keep their rooms tidy and clean at all times, and that no lasting damage is done to the walls or furniture. The staff member responsible for students' rooms will check that their rooms including bedding are kept clean and hygienic. Unwanted furniture must not be moved, unless there is a serious reason to do so, which will need to be discussed with and agreed to by the Housekeeper and the staff member responsible for the rooms. Students may use masking tape only to put up posters and pictures on the walls. No blue tack, pins or nails. If anything in a student room is missing (e.g., a lamp or chair), students should inform the staff member responsible for the rooms via the floor staff. If the school becomes aware of any damage done to the room, furniture or other school property during or at the end of the year, additional charges apply.

Meals: All meals are to be eaten in the Dining Hall where breakfast, lunch, afternoon tea and dinner are provided daily. Meals are not to be eaten in students' rooms (exception: when

a student is ill) nor in the common areas of student areas (wings). On weekends, students can reserve slots to prepare their own meals in the student kitchen in small groups during certain periods of the year.

Core Group: The Core Group (also called The Forum) meets every week over lunch and is a forum for everyone at Brockwood to listen to other people's views, raise issues or questions about what we do at the school and participate in decision making processes. It is open to all students and does not require commitment for the whole year, even though continuity helps with the process. Several staff members will be present at most meetings and can bring any topics or questions raised by students to the staff group later on. The Core Group is an important feature of the school and community and offers the possibility to participate and voice one's views and questions. The regular meeting time and place will be announced at the beginning of the year.

Parcels and packages: Students are able to receive private parcels and packages at the school. However, we ask all students and parents to limit the ordering of items to a minimum to reduce waste and decrease the ecological impact. Staff members have the right to intercept parcels if they seem suspicious or contain prohibited items. When a student receives an excessive number of parcels, staff members might intervene and talk to the student and/or parents to set a limit.

Electrical appliances: The use of private electrical appliances in student rooms such as cooking appliances, vaporizers/humidifiers, refrigerators, fans, televisions, movie projectors, etc., is not allowed. If students have a doubt on whether an appliance is allowed at the school or not, they should talk to the Pastoral Coordinator and Estate & Maintenance Manager before buying or bringing it to the school. To ensure the safety of all students and staff, all personal electrical appliances brought to the school, such as phone chargers, laptops, and other permitted electronic devices, will undergo Portable Appliance Testing (PAT) at the beginning of the school year. This testing helps to identify any potential electrical faults and prevents hazards.

Ecological awareness: Students will be reminded to close windows when not in the rooms, to turn off lights when not needed and to be generally mindful of the use of resources such as water and electricity.

Laundry: Students will be shown how the washing machine and tumble dryers on their wings work. Tumble dryers should only be used when absolutely necessary and not during peak times; washing lines and drying racks will be provided as alternatives. Duvet covers should be washed by the students but sheets and pillow cases are to be taken to the West Wing first floor in exchange for clean ones once a week at a time announced at the beginning of the year.

Illness, accidents or injury - Infirmary: If someone feels ill, gets injured or has an accident during the day, they should approach the Infirmary Team. At night, they should

find and inform a Floor Person or any staff member close to their room. More details will be explained by the Infirmary Team at the beginning of the year.

Health and Safety: Students will learn about important health and safety related matters, such as which areas of the buildings and grounds (e.g., rooftops, attics) are out of bounds for students and where drinking water is available in each area of the school.

Fire Drill: Students will learn about the Fire Drill and the fire exits, call points and extinguishers on their wing. They will learn why candles and incense are not allowed on the wings or anywhere in the buildings.

ICT times and agreements: Students will learn about the ICT (devices) agreements and times and register their devices with the IT Administrator of the school. A presentation about the technology approach of the school will be given by the IT Admin to the whole school.

Areas of the school: During the first 10 days of the year, activities will be organised to make students aware and familiar with all areas of the school (including special rules applying in each area). This includes the reception (for admin issues and stationery), the accounts office (for school bank and money issues), other important offices, the kitchens, the gym (which has a separate gym induction activity for all new students), the swimming pool, the tennis and basketball court, the library, the Centre and the Grove.

Site security and visitors: Students will learn about site security, how to identify registered visitors (all visitors are asked to sign in at reception and wear visitor's passes with colour-coded lanyards) and what to do when they see people they do not know and who do not wear visitor's badges on the school grounds and especially in the school buildings. They will learn that in these cases they need to immediately inform or ask a member of staff. They will also learn that some of the areas of the grounds used by the school (such as the Rose Garden and the Grove) are shared with the Krishnamurti Centre. This means that they could encounter Centre guests when visiting these areas. Students will learn what to be aware of in these situations.

Leaving the school grounds - Sign-out system/book: The sign-out system (sign-out book at reception) for when students leave the school grounds will be explained. The time, destination and time back need to be written down, and their names crossed out when they return.

Weekend absences: The procedure for exceptional weekend absences will be explained. Day visits to the local towns of Winchester and Petersfield are only allowed on Saturdays and students have to return to the school by dinnertime (7 pm). Exceptional overnight absences (with parents/school permission) need to be coordinated with parents and pastoral coordinator who will create a weekly away list for the noticeboard.

Cycling and Hitchhiking: Students will learn how and where to use the bicycles at Brockwood safely, and why cycling on the A272 and hitchhiking are forbidden.

Valuables and school safe: Students will be urged to deposit extra cash, flight tickets and passports in the school safe at reception, with the help of the school receptionist. Students can also request to have a private safe in their room to store valuables.