



RECORDS AND COMMUNICATION

(Relevant to National Minimum Standard 13)

At the heart of boarding at St George's is excellent pastoral care a key element of which is a thorough knowledge of each and every child. Thorough record keeping is essential and is good practice not only if records and logs need to be called upon at a moment's notice for disciplinary, welfare or medical matters but also so that information, both good and bad, can be shared by house staff and communicated to parents as well as to allow staff to build a thorough and complete picture of boarders under their care. Records also serve as a means for staff to review practice and procedure in terms of the way that incidents are dealt with and followed up.

RECORD KEEPING & LOGS

Record keeping and logging is done in a mixture of paper and electronic form including the use of Boardingware and SIMS. In each house, the following records are kept:

- Key personal information, individual boarders' records
- Administration of medication, treatment and first aid (*kept confidentially*)
- Significant illnesses
- Parental permission for medical and dental treatment, first aid and non-prescription medication
- Risk assessments (*for risky activities and in relation to premises/grounds*)
- Staff duty rotas
- Fire drills
- Achievements & rewards
- Sanctions
- Behaviour management records
- Pastoral support plans
- Incidents
- Day-to-day, routine matters
- Details of non-trivial conversations with individual students
- Boarders' views, concerns & complaints ('grumbles' books)
- Phones, devices
- Passports
- Pocket money and any personal property looked after by staff
- Phone calls
- Email communications
- Regular offsite activities (*location, details, contacts*)
- Parental permission for high risk activities
- Roll calls
- Signing out forms
- Weekend leave forms
- Meeting minutes (*staff and boarders*)
- Formal meetings with individual boarders
- Parent and guardian contact details

Central records of the following are also kept by the Director of Boarding (or by the stated person):

- Searches
- Major sanctions (SIMS)
- Complaints
- Missing persons
- Staff supervision, appraisal and training (Mel Cornell & Personnel Office)
- School reports (Mel Cornell, SIMS)
- Restraint or use of reasonable force (Deputy Head, Paddy Storrie)
- Child protection allegations or concerns (Designated Senior Person, Christine Theakston)
- Significant accidents and injuries (Site Manager, Steve Harmer)
- Staff recruitment records and checks including checks on others given substantial unsupervised access to children or residential accommodation (School House or Site Manager, Steve Harmer)
- Fire precautions tests and drills (Site Manager, Steve Harmer)
- Risk assessments under the Regulatory Reform (Fire Safety) Order 2005 (Site Manager, Steve Harmer)
- Food Menus (Catering Manager, Julie Minall)
- Care plans for pupils with special needs (SEN Department, Tanya Linsell)
- Checks on licensing of relevant adventure activities centres (as needed)

The following matters and records in relation to boarders, as described in the BNMS, are regularly monitored termly by the Headmistress, Deputy Head and Director of Boarding to identify whether review or change in welfare practice is needed:

- Records of complaints and their outcomes
- Records of major sanctions
- Records of any use of reasonable force
- Systems and management of medical welfare
- Records of significant accidents
- Records of all risk assessments carried out
- Action taken in response to all risk assessments carried out
- *Suitability of any guardianship arrangements made (n/a)*

We currently do not, and do not plan to, use lodgings for the purposes of boarders' accommodation. Therefore we currently do not have any assessments of lodgings arranged by the school or assessment of off-site accommodation used by the school.

COMMUNICATION

House staff keep an open dialogue with the parents of each boarder in order to communicate both the good news and the bad news. In accordance with the school's email communication policy staff will acknowledge any email communication from parents within 48 hours of receipt of an email during term time including at weekends and they will respond to any email communication within 5 working days either by telephone or by email. It is essential that good news is communicated and shared. Not only is this good pastoral care and essential in building a relationship with boarders' parents but also in making parents more receptive when receiving negative news.

Effective communication between house staff, boarding staff and academic staff is of paramount importance in the success of the boarding operation at St George's. There are a number of regular meetings that take place in order that for key boarding issues to be discussed by staff: the Director of Boarding and Assistant Head meet weekly, the Director of Boarding meets weekly with Heads of House and House Staff teams meet weekly. The Director of Boarding also meets weekly with the Admissions Team, the Finance Manager, the Site Manager and the Catering Manager.

The most serious pastoral and emotional issues are discussed at Boarders' Pastoral Welfare Committee meetings. Present at this are the Director of Boarding, the DSP, the Heads of House and the Pastoral Support Assistant. Heads of Day house receive minutes of these meetings.

Within school there is an open channel of communication between day school and boarding (a combination of meetings, SIMS, email, telephone conversation and face-to-face conversation) and information regarding academic performance, homework, behaviour, relationships and wellbeing is shared daily. It is essential that issues are shared at the earliest possible stage in order that the appropriate intervention and support can be put in place. All staff should be minded of the consequences of not sharing information or the consequence of sharing information too late after a situation has been allowed to escalate. With this in mind, it is advisable to copy any relevant staff into email communications unless confidentiality is an issue. Any concern related to academic progress, social issues, pastoral welfare should be communicated at the earliest opportunity.

As a rule the main channel of communication between day and boarding will be between the relevant Head of Day House and Head of Boarding House (or Director of Boarding) however it may be far more appropriate, rapid and effective for communication to take place between involving tutor or subject teacher too. In the same way that the school would communicate with parents, any issue in boarding that may impact upon a boarder in school should be communicated and any issue in school that may impact in boarding should be communicated. Day-to-day communications from school should be directed to resident house staff leaving the decision with them as to whether it is relevant and/or necessary to contact parents. More serious communications, such as notification of serious sanctions, will involve both.

Whilst the aim in boarding is to create a home from home, it remains fact that boarding, because of the communal living element, can never quite mirror that. Because of this, it should not be considered penalising a boarder if more information is shared between day staff and boarding staff. Instead it should be recognised as a **strength** of a boarding education and the excellent day to day pastoral care that boarders receive.

<i>First drafted by</i>	<i>Jon Timmins, Director of Boarding</i>	<i>March 2016</i>
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<i>Approved by</i>	<i>Helen Barton, Headmistress</i>	<i>November 2019</i>
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