

## **RAMSEY MANOR LOWER SCHOOL** **PASTORAL SUPPORT POLICY**

Ramsey Manor Lower School is committed to safeguarding children and providing a safe, secure and healthy environment for them.

Ramsey Manor Lower School is a Values Education School. Our Values underpin everything we do.

### **STATUS: GOOD PRACTICE**

**DATE ADOPTED:** Nov 2011

Policy agreed by staff: RS date: Nov 2017

Policy agreed by Governors: JS date: Nov 2017

Date of next review: Nov 2020

### **RATIONALE**

At Ramsey Manor Lower School we believe that, regardless of ability, ethnicity, gender, beliefs or personal circumstances, all children's and parents' concerns, fears and problems should be taken seriously and dealt with promptly in a sensitive and sympathetic manner.

### **AIMS**

Our aims are to encourage each individual child to develop to their full potential by catering for their spiritual, moral, emotional, intellectual, physical and social needs in a safe and secure environment. In dealing with concerns expressed by parents or members of staff about a child's well-being, our intention is to investigate and resolve incidents quickly and effectively, so that the child feels happy and confident about being in school.

### **IMPLEMENTATION**

1. If parents have a concern about their child's well-being in school they should speak to their child's class teacher who will deal with the matter as soon as possible. If the teacher is unable to talk to them immediately she/he will either arrange to ring or meet at a mutually convenient time.
2. If the matter persists or requires further intervention, staff or parents should contact a member of the Pastoral Team (Mrs DeLuca, Mrs Russell, Mrs Smart or Mrs Hathaway, overseen by Mrs Freaks) who will offer strategies and support within school, such as the use of the Lunchtime Club, small group or one-to-one therapeutic sessions or, if necessary, support from outside agencies.
3. Pastoral support will be offered to children after being advised by outside agencies including Social Care, eg as directed from Child in Need or Child Protection meetings.
4. If the concern relates to an incident involving another child, or a group of children, the teacher will speak to the children concerned on an individual basis to establish

what has happened. This will be done in a gentle and non-judgemental way using the language of our Values.

5. The teacher will then ask the children involved to talk about what happened together and help them to resolve the problem and apologise if necessary.
6. The teacher will then contact the parent who raised the concern to discuss the outcome. If she/he feels it appropriate, she/he will also talk to the parents of the other children involved. If the parents are not happy with the action taken by the class teacher then they should contact the Headteacher
7. If the teacher feels that she/he has been unable to establish what happened she/he will then ask the Headteacher to investigate the matter further.
8. The Headteacher will talk to the children individually and, where stories do not match, will talk to the children together. This is done in a calm and gentle way asking the children to think about their Values.
9. Once the issue is clear she will ask the children to discuss what occurred together, encouraging them to think about the implications of their actions and how they have made each other feel.
10. The Headteacher will then speak to the parent who raised the concern and, if she feels it appropriate, talk to the parents of the other children involved.

## **LINKS TO OTHER POLICIES AND DOCUMENTS**

Behaviour Policy  
Anti-bullying Policy  
Complaints Policy  
Values definitions  
PSHCE Policy  
LAC Policy