



PUPIL ACCESS TO A PERSON

INDEPENDENT OF

NORTHERN HOUSE SCHOOL

STAFF GROUP



ACCESS TO A PERSON INDEPENDENT OF NORTHERN HOUSE SCHOOL STAFF GROUP

INTRODUCTION

All pupils at Northern House School, Wokingham have access to staff members to discuss issues they have of a personal, academic or welfare concern. The school community comprises of both boarding and day pupils. While this policy is relevant to both parts of this community, the school recognises its particular importance to the residential pupils who stay overnight at the school.

Northern House strives to create a culture in which children are valued and their right to be safe, and listened to is upheld. This is expressed through the Academies core principles and is manifested in all the work we undertake with children. Actively listening, and forming professional, trusting, caring relationships with the young people we work with helps with communication and enables the pupil's to discuss their concerns. Through regular key working sessions, group meetings, tutor discussions, school council, questionnaires and general communication with staff, young people are encouraged to voice their opinions, concerns and ideas.

Northern House staff include Teachers, Residential Project Workers, Administration Staff, Site Management Team, Domestic and Catering staff and Volunteers as well as Consultants such as the Speech & Language Therapist, K9 Assisted learning and members of the Senior Leadership Group. All Northern House Staff receive annual Safeguarding Training.

Across the numerous staff members at Northern House there is a wide cross section of people from gender, ethnicity and age, available for young people to talk to. Despite having a strong ethos of embracing the principle that pupils can approach a very wide range of staff, and are periodically reminded to do so when they need to, we also recognise that there may be occasions when a pupil feels unable to do so and wishes to speak to someone independent of the school.

Information about how young people can make contact with these groups or individuals is available in the Young Persons Handbook and on Posters around the school, as well as from any member of staff.

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'**Childline**' - is an independent telephone and online service for young people, to discuss any concerns they have. Telephone 08001111 free, or visit their website online. www.childline.org.uk . There are posters in the residential units giving young people this information. This useful number will be in the Young Persons Handbook.

Health issues - Residential young people can access the GP either by asking staff to make an appointment or contacting the surgery directly. The School Nurse provides a 'Drop In Health Clinic' at Northern House for confidential advice and information on any health related issue, for residential and day pupils. Appointments with the nurse can also be arranged.

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FRANK- to discuss any substance misuse issues or concerns. Freephone 0800 776600, or email frank@talktofrank.com.

Independent Visitor - Visits the residential units once every half term, to complete an assessment of the services offered and will be available to talk to young people. A photograph and contact number of the independent visitor is displayed in the residential unit.

Complaints System - All complaints made by residential pupils will be recorded in the complaints book. The name and the reason for the complaint and how the complaint was dealt with will be recorded. The pupil will also be offered the opportunity to sign. The complaints book will be presented to the Governors at each meeting and signed by the chair. The independent visitor will also sign the book during their visit.

Local Resources - local resources - such as ARC a Youth Counselling Service, can be arranged for them to attend, based at 35 Reading Road, Wokingham, Contact Name Paul Cassidy, Coordinator, Telephone 0118 977 6710

Email: coordinator@arcweb.org.uk
counsellor@arcweb.org.uk

Website: [ARC Counselling Service](#)

This useful number will be in the Young Persons Handbook.

Advocacy Service - Should the young person request, or staff feel it is in the young person's best interest, contact can be made with NYAS- National Youth Advocacy Service free phone 0808 808 1001. Freepost NYAS, Tower House, 1 Tower Road, Berkinhead, Wirral, CH41 1FF. They will then be able to sign post the young person or staff member to a suitable service. This useful number will be in the Young Persons Handbook.

Children's Commissioner for England - The Children's Commissioner for England is Anne Longfield OBE. She has a statutory duty to promote and protect the rights of all children in England in accordance with the United Nations Convention on the Rights of the Child. The Children and Families Act 2014 gives her special responsibility for the rights of children who are in or leaving care, living away from home or receiving social care services. She speaks for wider groups of children on non-devolved issues including immigration (for the whole of the UK) and youth justice (for England and Wales). It is her job to make life better for all children and young people by making sure their rights are respected and realised and that their views are taken seriously. The Commissioner is supported in her work by [a team of staff](#). Together, they are responsible for the rights of all children and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability. Tel No 02077838330. Address Sanctuary Buildings, 20 Great Smith Street, London SW1P 3BT

Wokingham Children's Rights and Advocacy Officer is Debbie Laflin. Tel No 0118 908 8083

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School Governors - Although some members are school staff, some of the Governing body are independent volunteers. Members of the Governing body visit the school regularly, and are available to talk to the young people.

Ofsted 0300 123 1231 open 08:00 to 18:00, Monday to Friday.

Alternatively, you can email at.

enquiries@ofsted.gov.uk.

[Contact Us - Ofsted](#)

<https://online.ofsted.gov.uk/OnlineOfsted/public/ContactUs.aspx>

This useful information will be in the Young Persons Handbook.