

Please note that due to the current situation with **COVID-19**, in addition to this policy, the School is adhering to the following government guidance:

- *Avoiding contact with anyone with symptoms*
- *Regular cleaning of school site*
- *Minimising contact and mixing of people*
- *Maintaining a 2 metre distance between people*
- *Increased hygiene practices*
- *Where pupils are in school, maintaining a 'bubble' of staff and pupils*
- *Confidentiality with regard to withholding names of staff and pupils with either confirmed or suspected coronavirus*

The above will be reviewed in accordance with national guidelines and updated accordingly

Boarding Staff Handbook & Safeguarding Policy (ISI 8a)	
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Associated Policies & Documents:

- 7a Child Protection & Safeguarding Policy
- 7b Whistleblowing Policy – Staff disciplinary, grievance and whistleblowing policy
- 7c Staff Induction Policy
- 8b Access to Premises
- 8c Supervision of ancillary, contract and 'unchecked' staff
- 9a Behaviour Policy
- 10a Anti-Bullying Policy
- 11 Health & Safety Policy
- 13a First Aid & Medical Policy
- 13d Administering Medicines Policy
- 14d School Journeys, Safety and Supervision
- 16b Out of Bounds areas - Pupil access to risky areas of the school
- 16c Critical Incident Management Manual
- 17a Equal Opportunities Policy
- B2a (in Boarding Handbook) Pupil access to an independent person
- B8a Special provision for pupils with particular dietary, language or cultural needs
- Mobile Phones Policy
- Staff Handbook
- 33a Complaints Policy & Procedure

Reviewed by: Head of Boarding
 Applicable to: All Staff

Reviewed: September 2019



Aims and Principles

We echo the school's values and the ethos of positive leading, learning and living.

In Feltonfleet Knights we also aim to:

- develop the whole person, a desire for honesty and respect for others;
- foster an open and trusting ethos in which each boarder feels able to approach any member of the community (staff or pupil), confident in the knowledge that they will be treated and respected as an individual;
- create an atmosphere of tolerance, openness and trust in which teasing, harassment and bullying would find great difficulty in developing;
- provide the conditions for boarders to develop their intellectual talents through well-structured homework and revision sessions, access to staff and other pupils, and access to quiet areas where boarders can work undisturbed;
- provide a range of activities, hobbies and opportunities related to age and maturity that will assist in a personal, social and cultural development of each boarder;
- safeguard and promote the welfare of each boarder, by providing an environment that is, as far as possible, free from physical hazards and dangers of any sort;
- provide accommodation that is comfortable and suited to the needs of boarders, according to age and maturity, and which provides adequate levels of privacy;
- develop boarders' qualities of leadership and ability to work as part of a team;
- develop boarders' responsibility for self, the environment and for others;
- encourage boarders to contribute to the needs and welfare of others in the House and School, as well as those in the wider community;
- provide suitable conditions for boarders to feel able to turn to members of staff to share the good things in their lives, as well as seeking advice, counselling and support during times of difficulty;
- involve the boarders' parents in regular boarding events and to keep parents informed of their child's achievements and progress.



This will be achieved through Ten Key Principles:

- Feltonfleet Knights is an open and trusting environment, based upon mutual respect for all its members.
- Each boarder has the right to be able to work, play and relax free from abuse, intimidation, harassment, teasing and bullying.
- The development of the whole person, physically spiritually, intellectually, morally and socially is seen as vital to the growth of each individual.
- All members of Feltonfleet Knights set high standards and expect high standards.
- Boarders feel they are helped and supported in any areas they feel need developing and that together personal targets are regularly achieved.
- Boarders always have a variety of people they can turn to the help, advice or just a chat.
- Links with parents are seen as an important and essential part of the support and development of boarders.
- We all get things wrong at times, but we are prepared to admit to and learn from our mistakes.
- Recognition of good behaviour and high standards achieved by individuals is vital in achieving a happy and positive environment.
- There is equality of opportunity and respect for all boarders, regardless of ethnicity, culture or disability (See Equal Opportunities Policy).

Safeguarding

Feltonfleet Knights is committed to safeguarding and promoting the welfare of children at all times and expects all members of the boarding tutor team to share this commitment. Within the context of 'Every Child Matters' and 'Keeping Children Safe in Education', we take account of the need for children being healthy and staying safe and taking action to enable all children to have the best outcomes.

The prime concern at all times must be the interests and safety of the pupils. All boarding tutors (including ancillary, teacher, GAP students and volunteers) are aware of our Policy and will have an induction so they are aware of their roles and obligations regarding Child welfare. Boarding staff should also refer to the Staff Handbook where details for a Staff Code of Conduct can be found. Our policies on safeguarding will be reviewed regularly (both in Feltonfleet Knights and the school community) and will be updated and amended as necessary, and annually.

We follow the procedures and protocols adopted by the Surrey Safeguarding Children Board (SSCB). Sometimes, when there are concerns about a young person's welfare, we may need to share information and work in partnership with outside agencies. We will ensure that any concerns about our boarders are discussed with their parents/carers first unless we have reason to believe that such a move would be contrary to the young person's welfare.

Members of the Boarding Staff with concerns about the welfare of a young person are required to record their concerns or observations and take them as soon as possible to the DSL, who is the appropriate person to investigate the matter.



Feltonfleet Knights Staffing Structure

Head of Boarding – Matt Rochford (employed since Sept 2008, in current position since Apr 2014)

(Responsible to the Headmistress)

Head of Geography

Resident in Boarding House Flat

House Parent– Helen Rochford (employed since Sept 2014)

Deputy SENCO since Sept 2018 (Responsible for overseeing Blue Peter club)

Resident in Boarding House Flat

Deputy Head of Boarding Arie Coetzee (employed since Sept 2012, in current position since Apr 2014)

(Responsible to the Headmistress)

Head of Art

Resident in Staff Accommodation 'The cottage'.

Matron – Karen Emery (employed since September 1990)

On duty from Sunday PM – Wednesday PM

Matron – Amy Edwards (employed since April 2019)

On duty from Wednesday AM – Friday PM

Matron – Rachel Knox (employed since January 2019)

On duty Wednesday and Thursday nights only

House Tutors:

James Thompson (employed since Sept 2018)

Nil Karaca (employed since Sept 2007)

John Vaughan-Davies (employed since Jan 2011)

Amy Adams (employed since Sept 2018)



Daily Routine

Wake Up	7.00am
Dorm Supervision	7.00-7.30am
Breakfast	7.30-8.00am
Work session	4.30pm-5.50pm (depending on age)
Evening Meal	6.00-6.30pm
Choices Programme	7.00-8.00pm
Snacks	8.00-8.20pm
Showers/Reading/Lights out	8.20-9.00pm (depending on age)

Work Sessions

- Timings – Monday, Tuesday and Thursday 4.30-5.50pm. (Wednesday is senior match day and so timings are subject to change.)
- Registers are kept in centralised folder. A working atmosphere must be created promptly.
- Please report any boarders who have not worked well to the Housemaster via the incident form if necessary.

Choices Programme

- Aim to start evening activity by 7.00pm.
- It is the House Tutor's duty to plan and arrange all equipment required for the evening activities programme.
- If there is any cost involved let the Housemaster know at least a week in advance e.g. cooking ingredients, prizes.
- Activities should be planned to accommodate the age range and gender of the boarders. The two staff should liaise beforehand as to who will be taking which group, if there are more than one.
- Avoid running the same activities each week. Suggested activities; badminton, tennis, swimming, football, rounder's, catch-the-flag, swimming, ICT, Art & Craft, bingo, quiz night, cooking, drama and dance. Make use of the whole campus.
- House tutors are responsible for the safety and well-being of the boarders during the activity.
- In the case of accidents ask matron to come to the incident by phoning or running a message via one of the gaps. Never let an injured boarder walk back to the House without a member of staff.
- Evening duty finishes at 9.00pm (or when boarders are settled).
- Head of Boarding or Assistant Head of Boarding will finish at approximately 9.30pm or when they are happy that pupils have settled.



Evening Study Sessions

- Each night, during choices programme pupils who want extra tuition can use Chromebooks and undertake private study
- Parents can liaise with the Head of Boarding and ask them to support their child for either 30mins or 60mins during the nightly choices programme or indeed pupils can make this decision for themselves.

Evening Timings for end of Evening Duties

Year Group	In the House at...	Showered, in bed and reading at...	Lights out at...
3, 4 and 5	8.00 pm	8.25 pm	8.30 pm
6 and 7	8.00 pm	8.40 pm	8.45 pm
8	8.00 pm	8.55 pm	9.00 pm



House Tutors Role

Work Sessions (Boarders' Prep)

1. Start at 4.30pm until 5.50pm
2. Take register
3. Monitor progress
4. Chromebooks to be put away, charged and locked
5. Ensure room is left tidy
6. Bring children back to Feltonfleet Knights.
7. Extra academic work session available during Choices Programme

Evening Meal

1. Supervise pupils as they enter dining room
2. Take register (Matron)
3. Ensure boarders have set up tables
4. Send up in orderly fashion
5. Ensure all boarders have balanced meal
6. Ensure high standards of table manners
7. Invite a pupil to say grace at the end of the meal
8. Supervise tidying

Choice Programme

1. Start at 7.00pm (6.30pm -7.00pm phone calls, changing into casual clothing)
2. Use the Gaps appropriately
3. Give out phones and collect
4. Check uniforms are put away tidily
5. Planned evening activities are varied from week to week and day to day
6. Supervise children to and from activities
7. Secure building after 8pm – including doors and windows
8. Take fire register at from 8.00pm (Matron or Boarding Tutor)
9. Ensure drawers/cupboards are tidy
10. Ensure boarders shower correctly and use bathroom/toilet correctly
11. Turn off computers at end of session
12. Reward good conduct.
13. Check Family room is tidy and games etc. packed away
14. Enforce lights out at set times
15. Assemble boarders in case of fire alarm
16. Ensure that boarders computer use is appropriate and monitored



Job Descriptions

House Parents

To provide a safe and happy environment for any pupils resident in the Boarding House, treating each boarder as an individual with individual needs, whilst also seeking to develop their personal and social skills and promoting a sense of camaraderie and belonging within Feltonfleet Knights.

Responsibilities to the pupils:

- a) To liaise with the Bursar to ensure for each boarder the provision of a comfortable living environment and to ensure that all his/her requirements are met.
- b) To establish and maintain a healthy routine of life for each boarder and to make sure that standards of cleanliness and personal hygiene are taught and carried out.
- c) To ensure that appropriate care is given to boarders of all ages and that the special needs are met.
- d) To be aware of and respond to the special needs of individual boarders and be aware of the changing needs of all boarders as they develop.
- e) To share meal times with the boarders as frequently as possible (all breakfasts) in the dining room, to establish routines to ensure a healthy diet for each individual and happy and civilised meal times where good manners are taught.
- f) To ensure that all Boarders have sufficient rest and that bedtime routines (appropriate to age) are established and maintained.
- g) To liaise with school Matrons concerning general health and lifestyle of boarders and to keep closely in touch with them in case of illness.
- h) To coordinate a lively programme of leisure activities in the evenings for all boarders.
- i) To deal with disciplinary problems in a firm and caring manner and to liaise with Deputy Head in any matter of serious concern.
- j) To welcome temporary Boarders into the House and to integrate them as far as possible in all aspects of life in Feltonfleet Knights.
- k) To ensure that the House, whenever possible during the day at relevant times and always at night, is not left unattended so that Boarders are always adequately supervised.
- l) To be prepared to work at any time for boarders in times of emergency.
- m) To work with the Bursar and the Deputy Head to ensure that all fire regulations are rigorously met and regular fire drills carried out.
- n) To ensure that the presence of Boarders is checked individually and personally at all times required and that this responsibility is effectively carried out by other members of the House Staff when on duty.
- o) To ensure the National Minimum Standard for Boarding are met (appendix 15)



Responsibilities to the parents:

- a) To liaise with the Bursar to ensure that the House is ready to welcome parents as they bring back their children after every holiday and all proper arrangements are made to receive them.
- b) To ensure that the House staff are ready to welcome returning parents and Boarders on the day of return.
- c) To be prepared to respond to the concerns of parents at any time and in particular to arrange for a member of staff to be available on the telephone at relevant times in the evening.
- d) To keep in contact with parents and guardians in every possible way and to keep them informed of any matter affecting the welfare or happiness of their children.
- e) To obtain parental permission for any visits by any boarder to another family and to obtain confirmation from the host family of any overnight stay away from school.

Responsibilities to the House Team:

- a) To induct and to integrate into Feltonfleet Knights all new colleagues and to work with the Deputy Head to support them in accordance with the school's induction programme.
- b) To hold regular Feltonfleet Knights staff meetings at which 'minutes' are taken.
- c) To work closely with each member of the Feltonfleet Knights Staff to maintain a friendly atmosphere and an open culture within the House and ensure proper channels of communication are maintained at all times.
- d) To represent the interests of the Feltonfleet Knights, its boarders and the staff within the school, and at meetings with the Headmistress and Deputy Head.

Responsibilities to the school:

- a) To maintain regular contact with, and a flow of information to, the Headmistress and the Deputy Head on all matters concerning the welfare of individual Boarders, the Feltonfleet Knights in general and members of the team.
- b) To join with all members of the staff in continually updating a development plan and welfare audit for the house and to assist in its implementation and updating, as required.
- c) To implement measures, with a view to promoting among Boarders, self-discipline and proper regards for the guidelines on conduct laid down by the school.
- d) To work with relevant Tutors and other relevant teachers to help any boarder who needs care or advice.
- e) To set a high standard of time keeping and appearance for all boarders to emulate.
- f) To seek the Headmistress's authorisation for any absence from school and to give notice as early as possible in case of unavoidable absence such as sickness.
- g) To attend courses which will benefit both Feltonfleet Knights and personal development
- h) To maintain accurate records of all personal information relevant to the care of individual boarders and to liaise with the Deputy Head to ensure that all records are up to date.



- i) To be responsible for the security and safe use of valuable items belonging to the boarders in the house.
- j) To ensure that the fabric and furnishings are maintained in a clean and a tidy state and to report to the Deputy Head and Bursar any damage to equipment, furniture or fittings.
- k) To ensure that arrangements for all Feltonfleet Knights events are checked against the school calendar wherever possible and entered in the provisional calendar with as much notice as possible.
- l) To liaise with the Deputy Head to update annually the Boarding House Handbook and the Boarding House Staff Handbook.
- m) To be aware of the school's Health & Safety Policy and to ensure that all H&S guidelines and rules are followed and that the pupils are also made aware of them and comply with them.
- n) To undertake such other tasks relevant to the work of the House or the needs of the school as these may arise,

Deputy Head of Boarding

It is expected that the Head of Boarding would work the equivalent of 2 evenings per week, in terms of hours.

Duties:

- a) Organise evening activities.
- b) Supervise boarders with help from Dorm Helpers.
- c) Ensure boarders shower at specific times.
- d) Ensure reading takes place.
- e) Ensure bed times are adhered to.
- f) Supervise work and study sessions as directed.

Responsibilities:

- a) Monitor and set targets for a specified group of students.
- b) To help develop the social, personal and academic growth of boarders.
- c) To take an active part in all boarding events, which may include running set workshops or leading trips.
- d) To work closely with the Head of Boarding in running and coordinating weekend 'Boarding Experiences'.
- e) To take an active part in developing Boarders forums and meetings intended to gather the boarder's opinions on specific subjects.
- f) To keep up to date with boarding developments through external and internal training.



- g) To assist closely in the formulation of the Boarding House development plan.
- h) To support the House Parents if cover is required.
- i) To ensure the safety and well-being of the boarders during the time of supervision. At 9.30 duty finishes and tutors hand over to House Parents.
- j) To be aware of the National Boarding Standards and to bring to the attention of the Head of Boarding any discrepancies.

House Tutors

It is expected that each tutor work one full evening duty and one work session or evening meal supervision per week.

Duties:

- a) Supervise the boarders during work and study sessions
- b) Carry out all registrations as directed as specified times.
- c) Ensure children shower at specified times
- d) Ensure reading takes place
- e) Put children to bed at specified times.

Responsibilities of a Pro-Active Staff Member:

- a) To help develop the social, personal and academic growth of boarders.
- b) To take an active part in all boarding events including trips off-site and weekend boarding experiences.
- c) To attend and contribute to House Staff meetings.
- d) To keep up to date with boarding developments through both external and internal training.
- e) To be aware of all the National Boarding Standards and to bring to the attention of the Head of Boarding any discrepancies.
- f) To support the House Parents and Assistant House Master if cover is required.
- g) To ensure the safety and well-being of the boarders during the time of supervision. At 9.00pm duty finishes and tutors hand over to House Parents.
- h) To support the role of Matron.
- i) To monitor phone usage and to hand out house mobile phones.
- j) Be a role model for the boarders.
- k) Demonstrate a caring attitude towards the boarders.



Good Practice

In addition to the above, it is assumed that good practice includes the following:

- Be seen and be approachable
- Talk to students
- Engage them in activities and encourage/direct
- Have time for boarders
- Standing/watching at key points in Feltonfleet Knights
- Treating the time in Feltonfleet Knights as you would other areas in the school
- Challenge poor conduct/encourage good through use of rewards
- To be responsible for locking areas used by the boarders in your charge

Poor Practice

Being seen doing tasks other than the above, i.e. reading papers, using the boarders' ICT facilities in Feltonfleet Knights, using time for personal phone calls, sitting down while students are moving around the house after showers.

Matrons

Accountability:

You are accountable to the Headmistress through the House Parents and the Deputy Head and the Matron.

Responsibilities:

You are responsible for promoting the welfare of all boarders, through their health, happiness and proper physical, emotional, social and behavioural development, ensuring that they are protected against harm or neglect. It is important to read and understand the Children's Act and the National Boarding Standards (appendix 15), which should guide all decision-making.

- a) The welfare, health and first aid emergency cover for all pupils during the school day.
- b) To be available for all pupils when on duty.
- c) To liaise with the school doctor on medical matters, administering medicines and individual care/welfare plans.
- d) Maintain medical records for all pupils
- e) Pupil's medical and pastoral affairs and general domestic matters
- f) Maintain contact with parents over medical matters, clothing and travel arrangements
- g) Attend meals when on duty
- h) To be an active and visible presence at school events including home fixtures when on duty
- i) To check, maintain and promote good standards of tidiness and organisation for individual pupils who board.



- j) To ensure high standards of cleanliness and the maintenance of fixtures and fitting within Feltonfleet Knights during term time, while also preparing the House prior to school starting and leaving it in a sound state at the end of the week/term.
- k) To check, maintain and promote good standards of personal hygiene for individual pupils who board.
- l) Supervise showers when necessary
- m) Supervise and participate in the packing and unpacking of clothing at the beginning of each term (where necessary).
- n) The effective and efficient running of Feltonfleet Knights laundry system.
- o) To attend where possible the team staff meetings
- p) To liaise with the House Parents over matters relating to the Feltonfleet Knights.
- q) To keep abreast of changes in practice and legislation which are related to the effective running of a successful Feltonfleet Knights.
- r) To take an active part in staff training.
- s) To maintain a high level of professional knowledge, training, and qualification.
- t) To ensure the health and safety of oneself as well as those in your care.



Staff - Induction within the Boarding House

The Gap student's induction involves a number of different areas and methods. They will attend a Boarding Schools Association (BSA) induction day course in January. This covers three main areas;

1. What the law requires
2. What the house and school can reasonably expect
3. Relationships and communication with pupils

In addition to this it is the responsibility of the Gaps Line manager to give the initial induction. This induction will also include;

1. Child Protection procedures
2. Routines of Feltonfleet Knights – as directed by and working with the Head of Boarding
3. How to deal with boarders behaviour through assertive discipline
4. How to protect yourself when working alongside boarders
5. Using positive rewards systems
6. Lines of communication within Feltonfleet Knights.

Induction involves **all** evening duty staff keeping Gaps 'by their side' for a period of two weeks or until confidence/competence is developed. They will be allocated to shadow a specific member of staff during their evening duties. Any feedback from tutors will be passed on initially to Head of Boarding.

Points to Remember as a Gap Student;

1. You are a member of staff, an authority figure and a professional.
2. You are a member of a small community at the very heart of the school.
3. Feltonfleet Knights is where you *work* and it is where the boarders *live*.
4. Be aware of the needs of each boarder.
5. Develop trust and respect from the Boarders
6. Be fair and consistent each day of duty and with each individual boarder
7. Have high expectations of the boarders and their behaviour
8. Be constructive and positive
9. Be accessible and visible
10. Work with confidence, care and calmness
11. Give praise and use criticism constructively. Avoid 'You' and use 'I'.
12. Maintain confidentiality
13. Be patient and flexible
14. Everything is child-centred
15. Be enthusiastic, committed and involved
16. Bring ideas – contribute.
17. Be reflective
18. Support the ethos of the school and Feltonfleet Knights.



GAP Staff - A Guide to working in the Boarding House as a Gap Student

Points to Remember as a Gap Student working within the Boarding House

1. You are a member of staff, an authority figure and a professional.
2. You are a member of a small community at the very heart of the school.
3. Feltonfleet Knights is where you **work** and it is where the boarders **live**.
4. Be aware of the needs of each boarder.
5. Develop trust and respect from the boarders.
6. Be fair and consistent each day of duty and with each individual boarder.
7. Have high expectations of the boarders and their behaviour.
8. Be constructive and positive.
9. Be accessible and visible.
10. Work with confidence, care and calmness.
11. Give praise and use criticism constructively. Avoid 'You' and use 'I'.
12. Maintain confidentiality – see Child Protection & Safeguarding policy.
13. Be patient and flexible.
14. Everything is child-centred and every child matters.
15. Be enthusiastic, committed and involved.
16. Bring ideas – contribute.
17. Be reflective.
18. Support the ethos of the school and Feltonfleet Knights.

Timings of Gaps Involvement – please note timings may change depending on age groups and events.

Event	Timing	How to Assist as a Gap Student
Breakfast	7.30-8.00am	Sit with the boarders – at end of table if possible. Monitor what children are eating and how they are eating. Encourage positive behaviour and contact. Reward using conduct tickets if necessary.
Morning Duty	8.00-8.15am	Supervise a small group of Pre-Prep pupils, by reading to them or talking to them. Walk them to Calvi House (carefully crossing road) for 8.15am.
Evening Meal	6.00-6.30pm	Sit with the boarders – at end of table if possible. Monitor what children are eating and how they are eating. Encourage positive behaviour and contact. Reward using conduct tickets if necessary.
Pre-Evening activity	6.30-7.00pm	Be in the House ready to receive the children back into the House. Collect and set up any equipment of activities as directed by the House staff. Hand out phones as directed by matrons and collect back if needed.
Evening Activity	7.00-8.00pm	Set up activities. Run or supervise an activity as directed by House staff. Escort boarders to and from activities. Tidy away any activity/equipment as directed.
Late night snacks	8.00-8.15pm	Help supervise snack and maintain a tidy and positive atmosphere in this area. Assist with tidying away this area at the end of the session.
Post evening activity	8.15-9.00pm	Be visible in the Feltonfleet Knights corridor – stand in corridor to encourage children to shower and tidy dorms. Inform Feltonfleet Knights staff of any issues; behavioural, domestic or medical. Award 'stars' for positive behaviour/tidiness of dormitories.



Gap Staff - Job Descriptions

The Gap students are employed for one year from the start to the finish of the calendar year. They provide support in many areas of the school. One of the core activities for the Gaps is to support the Feltonfleet Knights Boarding Staff. Please refer to whole school documentation on Gap Students and their whole school roles and responsibilities.

Within Feltonfleet Knights, four students are employed, if possible, each year. Two female and two male students arrive in January. The Head of Boarding is responsible for students' inductions and orientation of boarding facilities and tasks. Their main responsibility is to provide support for the boarding staff and to help coordinate certain activities.

Gaps duties include the following:

- 1) To sit with boarders during morning and evening meals, along with the House Tutors.
- 2) To help set up activities in the evening for boarders. This may include the unlocking of rooms or setting up sports equipment.
- 3) To lock up facilities if requested by staff.
- 4) Gaps may provide supervision for low risk activities. This may include study sessions, ICT supervision and supervision of games rooms or the Family room.
- 5) To participate in special events and trips for boarders.
- 6) To assist staff when phones are given out and returned.
- 7) To accompany boarders around the campus when returning to the Boarding House from an activity.
- 8) To assist with tasks that the Feltonfleet Knights staff deem reasonable to aid the welfare of the boarders.
- 9) Gaps should not be left in charge of groups of students where students may be at risk. This includes any sporting activity or trip outside of the school. Please refer to staff handbook.



Medical Procedures & Care of Boarders who are taken ill.

- 1) All medication is kept and administered through the Matrons Dispensary.
- 2) Only Matron should administer medicine or address injuries unless in a medical emergency. All medication handed in to the Matron should be in the original packaging with clear instructions and labelled with the child's name. Children must not have their own medicines in the dormitories. On receipt of the medication the Matron will enter the child's name and Medication details in to a logbook and then ask the parents to sign the logbook.
- 3) Any child requiring prescription drugs must be noted in the medical logbook and if necessary have a welfare plan completed with the assistance of their doctor. Prescribed medication will be dispensed to children at the times indicated by the Doctor
- 4) This medicine is to be kept secure in Dispensary.
- 5) Medication is given out before school at 8.15am and repeated at 8pm before showers. Additional arrangements can be made with Matron.
- 6) Homely remedies such as Ibuprofen or Paracetamol will be dispensed to a child for pain relief or high temperature. Parental permission for such medication is requested at the start of the year and this consent form is filed.
- 7) Medication must be collected at the end of each term by the parents.
- 8) The School Doctor is available if called upon.
- 9) In the event of an accident requiring first aid, staff must get the attention of a matron or another qualified first-aider as quickly as possible. If the incident warrants an ambulance, then the emergency services must first be called immediately. If a child has a serious injury that can't be treated on site and member of staff will travel with the child in the ambulance.
- 10) In the case of any accident parents will be contacted immediately.
- 11) During the day a matron will always be on duty and can be found in the matron's sitting room office/dispensary. If they are elsewhere they are required to leave a message on the door clearly displayed in the Boarding House.
- 12) All medication that is given out is logged in the boarder's individual medical card and then transferred to their file.
- 13) Any serious accidents are recorded in the accident book also located in the Dispensary. Accidents are also reported to the school's H&S officer.
- 14) Any child who develops a high temperature or contagious illness will immediately be isolated to the sickbay. If the child is registered with the School Doctor he will be contacted otherwise the Parents will be contacted and asked to take the child to their own Doctor.



- 15) Parents will be contacted immediately and informed of any illness their child may have.
- 16) There are two resident Matrons at the School if one needs to leave the premises on school business the other will provide cover where possible or other suitable first aider.
- 17) If a boarder has specific medical needs they must have a completed Welfare Plan.
- 18) All staff must respect the rights of boarders. This includes the right for boarders to be 'Gillick Competent'. A boarder will be Gillick competent if he or she has sufficient understanding and intelligence to understand fully what is proposed.



Activities and Free Time. (Choices Programme)

Staff, are expected to contribute fully to the planning and running of evening activities. Different staff are however expected to be responsible for different locations at set times. The sports hall, with the help of the gap tutor(s), is organised by the one member of staff. The other member of staff may be supervising the house or running an activity in a different location. It is important that staff end activities at the correct times to enable the different age groups to get to showers on time. The free times and times for activities are set out and displayed around the boarding house. Each year group have set times. These may vary due to rewards or special events such as parties or film nights.

- 1) The boarders have the opportunity to participate in a wide variety of supervised activities. Those on offer include swimming, rugby, rounders, football, cricket, squash, music, dance, art and crafts, Design & Technology, ICT, cooking and games on the field. These activities are planned within the House Meeting by the staff. It is arranged so that boarders are offered a range of different activities each night and throughout each term.
- 2) Special events go on throughout the year. These have included Halloween parties, discos, Christmas dinners and carol singing, roller skating, BBQs, theatre trips, and music and dance workshops. Film nights may also be offered as a reward. Only Year 8 Boarders are allowed to watch films with a certification of '12' or '12A'.
- 3) Activities are also run over the weekends on 'Boarding Trial Nights'. All staff are expected to contribute to these separate activities.
- 4) All staff are expected to make efficient use of the Gap students to help them bring children to and from the activity and in the management of the activity. Gaps would not be expected to run an activity that had a degree of risk. (Refer to full staff handbook).
- 5) During times when boarders do not wish to take part in an activity they may have free time in the house. This would include use of the TVs etc. within the games rooms and downstairs lounge. TV times for games rooms shared between all years.
- 6) Boarders are told of areas deemed 'out of bounds' at the start of the term. These include the school office areas, the kitchen, car parks, and the maintenance areas. Areas that are not used for activities are also out of bounds. This is to ensure the whereabouts of all students.
- 7) If a staff member has an idea for activities, some funding will be available from the Boarding House Budget. This is allocated as and when required.
- 8) During free time boarders may also use the ICT facilities or stay within their dormitories but they are encouraged to make use of the planned activities.
- 9) If a boarder is ill or injured they must remain in the house during their free time.
- 10) Boarders may wear home casual clothes and are encouraged to change out of school uniform as directed.
- 11) Boarders may consume tuck at this time but must not take this outside of the Boarding House.



Record Keeping

It is the responsibility of the Head of Boarding, with the support and knowledge of his Boarding House staff, to keep an up to date set of record on each boarder.

These records include:

- 1) Medical records. The matrons complete these and it is the responsibility of KE and AE to ensure these are up to date and in order. Any pattern must then be identified and concerns passed on to the Head of Boarding. The Head of Boarding will, where appropriate, assist in this task. These records must be checked at least once a term.
- 2) Financial Record. The Head of Boarding along with Matron will keep a record of all cost and outgoings from the Boarding House Budget. All financial requests and documentation must pass through this process.
- 3) Fire Register. This must be kept legally and taken at the specified times by the staff on duty. In addition to this registers are taken at the end of the school day during work sessions and these also form part of the records of the individual boarder, although they would need to be crossed reference against individual files.
- 4) Boarders Files. Given the flexi-nature of the boarding community, personal files are only kept for boarders who board a regular night each week. This measure is constantly being reviewed and may change in the future.

All records are stored in the dispensary (termly medical forms) or in the Matron's quarters. The Head of Boarding will check these are up to date each term and are available for any member of the Senior Leadership Team to view at any time.



Admissions Procedure

New Pupils

- 1) Anyone wishing to look around the Boarding House should have an appointment made with the Head of Boarding or the Headmistress.
- 2) Prospective boarders and their parents will be shown around the House, seeing the likely dormitory the pupil would sleep in, the toilets and bathroom, and the family room.
- 3) Prospective boarders and their parents will then meet with matron to discuss the laundry and medical requirements and to clarify any clothing list queries.
- 4) The prospective boarder and parents can if required, meet up with the House Parent(s). The House routines, practices and policies will be discussed, giving both parents and pupils the opportunities to have their questions answered.
- 5) If at this point the parents wish to book a place and availability in the House allows, the place is offered verbally, with a confirmation letter sent out that day.
- 6) Alternatively, parents may wish to give it more thought, with the place being provisionally held until a decision is made, and they can at a later date request a position in writing.
- 7) The booking form must be returned before a place is formally held and lists, handbooks and medical forms are sent out.
- 8) The medical form must be completed and returned by the agreed starting date.

Existing Pupils

- 1) Places can be booked for the beginning of every year/term up to until the House is deemed full by speaking to the House parents
- 2) Provisional places can be booked for other times of the year, but cannot be guaranteed.
- 3) If a provisional place is booked for later in the year, but another pupil wishes to take the position sooner, then the place is first offered to the parent with the provisional booking. If they choose not to take it, then it is offered back to the parents wishing to take the place immediately.
- 4) This ensures that places are not booked for summer term and beds, which might otherwise be used, are not kept empty for two of the three terms in the year.



Induction of New Boarders

It is important that any new boarder is properly supported in the first few weeks of boarding. This applies to both boarders who are new to the school and those who are existing pupils of the school.

Some induction will also go on with boarders who are of a temporary nature. Induction would therefore depend on length of stay within Feltonfleet Knights.

Any induction is supervised by the House Parents. The induction would include the following:

- 1) New boarders would receive the Handbook for Boarders before the start of any period of boarding. Their parents would receive the Parents Handbook. This would explain new procedures and offer guidance to what it is like within Feltonfleet Knights.
- 2) Each new boarder is allocated a 'shadow'. The shadow is an existing pupil within the same Year group (if possible or closest year group in age). It is hoped that the shadow will show the new boarder the 'house' and be around to answer questions and to 'show' the new boarder 'the ropes'.
- 3) The Dormitory Prefect will also be aware that they are to assist the new boarder with any new routines and be available should the new boarder require assistance. The Dormitory Prefect may be the 'Shadow', if deemed appropriate by the Head of Boarding.
- 4) The House Parents will make contact with the parents within the first few days to discuss how their son/daughter is. Reports are written formally at the end of the term.
- 5) Contact will also be made, when appropriate, by the form teacher/Year Head and this is made with prior consultation with the Head of Boarding.
- 6) During the first week the House Parents will meet with the new boarder(s) so discuss how they have integrated and found their experience of boarding so far. This is usually a group session. Meeting may be with the individual or with the shadow and the new boarder.
- 7) All Feltonfleet Knights Staff are informed of new boarders and information is given on that specific boarder should it be necessary. This information may include the Welfare Plan or general background information. Staff on duty will pay particular attention to the new boarder with regard to routines and the monitoring of friendship issues. Should a concern arise this is communicated via the Incident/Concern form and passed to the House Parents.
- 8) All school staff will be informed of new boarders, both new and existing pupils to the school. Feltonfleet Knights tutor team will be asked for feedback and progress information in an informal manner.



Behaviour

Discipline Policy

The discipline policy of the Feltonfleet Knights is based on the same philosophy as the whole school (see staff handbook). It is believed that high standards of behaviour are best achieved through promoting desirable behaviour, and is necessary to incorporate additional systems that recognize and promote good behaviour in the boarders' time in Feltonfleet Knights.

Although there are many 'rules' that are interwoven in the routines of the house and rules that apply to the rest of the school and the student's conduct, it is Feltonfleet Knights belief that all rules can be summed up using the word 'Respect'.

That is to say 'Respect' for all members of the community, 'Respect' for the rooms and equipment of the house, and that of each of the boarders and respect for oneself.

Reward Systems

Year Group Competitions

Each Year Group (boys and girls combined) collect ping pong balls over the course of each term. The ping pongs are added up at the end of the term and the winning Year Group is awarded an appropriate prize when all balls have been calculated.

1. Ping Pong balls can be awarded during morning and evening inspection to the tidiest dormitory.
2. Ping Pong balls can also be awarded at the end of an evening to the year group that has behaved the best, and exhibited good conduct and manners throughout.
3. More than one year group at a time can be awarded a Ping Pong ball!

Individual Star Competition

Stars are given out over the course of a term to boarders who set high standards of behaviour out normal school hours. These could be for helping matron with the laundry, revising well during revision session, helping others in the House or any other excellent individual behaviour.

Similarly, if a pupil exhibits poor behaviour, a minus will awarded on the star chart. If a pupil gains a disproportional amount of minuses compared to the nights he or she has stayed, then they cannot be considered for group and or individual awards.

At the end of each term the top male and female pupil who have gained the most amount of stars compared to the nights he or she has stayed, are awarded a prize during the last assembly.



Sanctions

Fortunately, the happy atmosphere of Feltonfleet Knights is rarely spoilt by boarders showing less than acceptable standards of behaviour. However, when such incidents occur, a system of punishments designed to be as positive as possible is used. All incidents are recorded on the Incident Report sheets and are then filed in their individual boarding files situated in the Matron's room.

1. Minor incidents are recorded on the Incident Report forms. This is then passed to the Head of Boarding should the incident need to be followed up and action taken. The member of staff recording will look to counsel the pupil(s) involved as their first option.
2. Recurring incidents or behaviour of a more serious nature will again be recorded and referred to the Head of Boarding for action. If appropriate, a sanction which has a benefit to the boarding community will be applied, such as tidying an area, assisting with laundry or possibly early lights out or early into the Boarding House during evening activities.
3. Serious incidents or repeated poor behaviour are recorded and filed and parents will be contacted by phone. If the behaviour continues then the parents will be asked to discuss the pupil(s) position within the House.
4. Particularly serious incidents will be referred to the Form Tutor and Head of year, if necessary, to keep in their files. Should it be necessary the Headmistress will be informed!

A log is kept each evening in summary form in the main register. Any small concerns/incidents are logged here to keep staff informed of boarders across the week.

Staff will also be informed via email of any wide ranging consequences or specific boarder concerns.

All behaviour records are monitored by the Head of Boarding on a weekly basis and by the Deputy Head each half term.

Anti-Bullying Policy

The school has a policy that states that bullying is not tolerated at Feltonfleet and this includes the boarding community. The policy goes on to define bullying as any wilful act that causes pain or stress to another person. This may be in the form of gesture, physical or verbal aggression, deliberate exclusion or extortion. For more detail, refer to your staff handbook.

In the event of bullying:

Boarders are able to report incidents of bullying by talking staff, other boarders, Dorm Helpers, head Boarders, or by writing about a concern and posting it into the Boarders Post Box.



In the event of bullying being alleged or witnessed the aggressor(s) and victim(s) would be interviewed separately. The separate parties may be asked to write their account of the incident.

A copy of an Incident Report form will be completed and copies given to form tutors, House Parents and the Headmistress.

A copy of the report will be added to the files of all concerned by the incident.

Both parties involved may undergo counselling.

If bullying persists then both sets of parents will be asked to speak with the Head of Boarding and Headmistress.

If the bullying still continues the aggressor may be temporarily or permanently excluded from school.

Preventing Bullying

Within lessons of Positive Living, bullying is discussed and in addition there are regular House and Year Group meetings to:

Discuss what it feels like to be bullied
What sort of act could be called bullying?
What to do if you are being bullied?
What to do if you are bullying other?



Independent Listener

1. The school contracts an Independent Listener as an additional person for the children to contact if they wish to talk to someone. This independent listener has no direct link to the school.
2. The independent listener is a trainer counsellor with experience of working with children and young adults.
3. The Listener's contact details are displayed in areas around the main school and in both wings of Feltonfleet Knights. These are displayed with other details of staff that could also be used to listen to problems. This includes the Headmistress, Form Tutor etc.
4. If a child wishes to contact the Listener they can do so by using one of the boarding house phones between the times of 6.30pm and 8.00pm. They may also ask to use the matron's phone or by using a phone in one of the support staff's offices.
5. Once contact is made this information is confidential. If a message is left the Listener will contact the Headmistress and state that they will be available to this child (unnamed) at a certain time for a meeting. The year group will need to be known by the Headmistress and Head of Year. A message will be given to the year group stating that the Listener will be in school at a set time.
6. The location for all meetings will be in the boarder's family room
7. Parents may also wish to contact the Listener and ask for advice or set up a meeting.
8. Staff may also wish to contact the Listener for advice on any school/work related issue.



House Leaders

With this age group it is important to foster an atmosphere of positive teamwork and then to find pupils who set high standards of behaviour to take on leadership roles. There are many different roles open to each boarder and it is important each boarder is given an opportunity to do so if they are seen to be good role models by the house staff.

1. Feltonfleet Knights offers senior positions for boarders which mirrors the current school system. Head Boarders and *Deputy Head Boarders are chosen from the Upper School cohort to include both boys and girls. (*these positions may not be awarded depending on cohort)
2. Dormitory Prefects: This involves looking after members of their dormitory. These are important positions to hold and it is imperative the prefects recognise they are not positions of authority but to help their dormitory run smoothly. They are encouraged to report good and bad behaviour to the staff. They are given training sessions on certain aspects of help in Dormitory Prefect meetings. These take place once a term for discussion and suggestion as well as developing strategies for them to use in their roles.

Academic Support & Study Provision

All boarders will have work to complete at the end of the school day. Without parents to review this it is our task to monitor this work and provide a structure to enable every boarder to achieve their academic potential.

Feltonfleet Knights is committed to supporting pupil's academic progress through our choices programmes. Boarders have the choice to use this time for independent study. Pupils can study for a half hour or full hour depending on their needs and wishes.

- 1) All Yr 5 – Yr 8 boarders attend boarders Prep from 4.40 – 5.20pm. Yr 7 and Yr 8 pupils then stay from 5.20pm until 5.50pm where they have access to Chromebooks.
- 2) Staff complete a register of attendance at this time and if they have any concerns about behaviour or attendance can inform Head of Boarding
- 3) Boarders may also use the Boarding House Chromebooks for work. Schoolwork always has priority over leisure-based activities.
- 4) School staff can communicate concerns to the Head of Boarding via email or in person.
- 5) The Head of Boarding may communicate via email or the staff notice board any feedback or concerns regarding a boarder's academic progress.
- 6) Parents are kept up to date of any problems with work as they occur and are updated on progress.
- 7) Should a boarder miss a work session after school due to sports activities they must make up that time or show evidence of work completed to the Head of Boarding, or on duty members of staff. This time will be made up after evening meal during the Choices Programme.
- 8) Boarders may use the school library or music rooms if requested but a member of staff will supervise this.
- 9) Boarders have access to any stationery they may need if they run out during the week.



Access to Information

It is essential that boarders be provided with information should they require it. This information may come in different forms.

- 1) Television. The TV may be used after they have showered in the morning, dressed themselves and made sure that their dormitories are tidy. Younger pupils may watch during the 'Blue Peter' slot after school (if this after school is housed in the boarding house). After dinner, as part of Choices programme, and if they wish, from 8.00pm to 9.00pm whilst waiting to shower / go to their room ready for 'lights out'. There are times when, as a reward, groups are allowed access to this facility for longer periods.
- 2) Radios are also available to boys and girls and can be used during any appropriate time.
- 3) Internet/Email Access. For Years 5 – 8, pupils can have access to either Chromebooks or iPads. This is always supervised by a duty member of staff. The same conditions of use apply here as they do in the ICT lessons. (See school handbook for full policy of use). The network is however fitted with a filter to remove and warn of unacceptable material. There are also 'Chromebook' computers networked in both the boys and girls corridors for work or emailing home. Pupils who wish to undertake extra study as part of their choices programme can also have access to 'Chromebooks' if requested.
- 4) Newspapers. The boarding house has access to a newspaper each morning at breakfast times, although it remains in the 'Old Library' (next to the dining room) all day should any boarder require it. Boarders may change the title of the paper if they wish. A selection of suitable magazines is purchased and circulated each term. A full selection is also available within the regular school library.
- 5) The Boarding House does have a good stock of fiction and non-fiction books. Most boarders tend to bring their own books but the House library is available each evening if required. They also have access to the school library.



Boarders' Voices

It is part of the ethos of Feltonfleet Knights is that all boarders are able to express their views. This is achieved in a number of different ways.

- 1) Staff are always available to speak to boarders and hear their concerns, worries or suggestions. These may be staff on duty or the House Parents.
- 2) Boarders are able to put suggestions, views or concern into the Boarders' Post Box. This offers a way for boarders to communicate without the need to see a member of staff. This box is opened twice a term by the Head of Boarding.
- 3) Each Dormitory has at least one Boarding Prefect. It is their job to help new or younger boarders to get things right. They should also be able to listen to any thoughts from their dormitory and feedback to a member of staff. All Boarding Prefects are given an induction to help them cope with this responsibility. Boarding Prefects also meet once a term with the Head of Boarding to review Feltonfleet Knights and put forward suggestions and air concerns regarding their Dormitory and the rest of Feltonfleet Knights.
- 4) Meetings are held in the form of briefing at Breakfast and evening meals. This is mainly an information giving session but does allow boarders to ask questions if necessary.
- 5) A full House Meeting takes place at least once a term to discuss whole house matters. These will range from future events to fire drill and awareness of health and safety matters. They provide, in a structured way, a voice for boarders so that they may be aired with the whole community.
- 6) Should a boarder require specific time to talk they may see a number of different staff. These range from the Headmistress to the school's counsellor. Should a boarder need counselling and a member of the school's staff is not available or suitably qualified, or that it is deemed inappropriate, then the parents are contacted and given details of the school's counsellor.
- 7) Boarders can also meet in Year groups and Dormitories to address specific issues relating to them. This is arranged by the House Parents and would be run by a member of staff and the Dormitory Prefects.
- 8) The heads of house may on some occasions, meet with the Head of Boarding and Deputy Head of boarding to discuss issues in the house along with asking their opinion regarding catering needs for the boarders.



Use of Phones/Letters/Mobile Phones/Emails.

Communication with home and family is an important part of the boarders' life. For this reason we should encourage boarders to communicate with family on a regular basis of at least once in the week.

- 1) Boarders may send letters / emails to parents should they wish.
- 2) Personal Mobile telephones are not only allowed in Feltonfleet Knights. Instead the boarding house provides school mobiles that the pupils can use between 6.30pm and 7.00pm.
- 3) Parents may contact the Boarding House via the House Parents or Matron between the above times.
- 4) If a child needs to use a phone outside of these times they must gain permission from a member of staff. This is at the staff discretion and should not be a regularly repeated behaviour.
- 5) Pupils may send and receive emails from family and this is by understanding the conditions laid down by the Head of Digital Learning. Certain email services may be unsuitable and for this reason the use of email like Internet is a supervised activity.

Boarders' Privacy

Feltonfleet Knights teaches boarders many different aspects of communal living. It should not however compromise on the boarder's right to a good degree of privacy. This is achieved and protected through several methods.

- 1) Boys and girls have their separate houses / wings. With junior boys showering earlier it is important that they are correctly attired so that their privacy is not compromised.
- 2) After the recommendation offered in the 2015 Inspection, all showers have cubicles for pupils to get undressed before they enter the shower. These cubicles have lockable doors.
- 3) Staff, only need to enter a dormitory in the evenings if they sense an incident is occurring. Unnecessary noise may be one of these reasons.
- 4) Staff should not enter the shower area, again unless they fear that there is some disturbance within the space.
- 5) It is always good practice for a member of staff to knock or announce that they need to enter a dormitory or shower area for a specific reason.
- 6) Parents should not enter Feltonfleet Knights at any time when boarders are showering. All parents should wait in the Family room or Old Library.
- 7) Boarders should not enter into a dormitory that is not theirs during times of showering or changing.
- 8) Boarders have their own space to store personal possessions. These cupboards/drawers provide some protection and privacy for personal items. No other boarder should open these or take anything from these. Staff should only open these in the presence of another and it is preferred that the child is present should access be required. With this method the boarder should feel content that their space and possession are private. It also develops a sense of trust within the community.
- 9) If a boarder has something that they do not wish other boys to know about it is kept as a 'valuable' by the matron.



- 10) All toilets have lockable doors and the room is laid out to create a feeling of privacy
- 11) If showers become too crowded staff will control the flow of boarders so that there is greater time for each boarder and greater privacy in this area.

Boarders' Possessions (Valuables)

- 1) All boarders' possessions are kept within their own allocated spaces. These are regarded as their own drawers and cupboards.
- 2) Items that are deemed valuable such as iPods, PSPs etc. are acceptable but must be named. Boarders are reminded at the start of each term to respect these possessions and not to borrow these. All electronic equipment including laptops are handed into and stored with matron. All electronic stored film, music, pictures etc. should be suitable for their age group and any material that is deemed unfit is taken and returned to parents at the end of each week. This also applies to reading material.
- 3) Other smaller items should be named, such as brushes, pencil cases etc.
- 4) Boarders are encouraged to bring in personal items like soft toys and pictures and these may be displayed or stored in their own areas.
- 5) Boarders are asked not to bring in money or other expensive items, as these are unnecessary during the week. Should items or money be needed for school trip they are given to either the matron or House Parents and locked away and stored in that boarder's file until they are needed.
- 6) Mobile phones may be brought into school. However they are not to be used in the boarding house. Feltonfleet Knights has been a mobile free zone for a number of years. Instead, school mobiles are offered to boarders in Feltonfleet Knights.
- 7) All boarders should have their own reading book. This should be stored by their bed. Boarders may use books from the library.
- 8) Boarders may bring in clothes from home to wear during the evening. Like all possessions these should be named and stored in the boarders drawers.
- 9) Should a boarder lack basic items necessary for hygiene or study they may purchase these from the Matron. Basic items like toothbrushes and toothpaste are stocked, as are pencils and pens required for work sessions. These items are charged at cost and added to the school bill at the end of term.
- 10) Should a boarder require any other specific items then they can of course contact home and ask that it be brought into school and left for them.



Food and Meal Times

Feltonfleet Knights aim is to provide a healthy and nutritious selection of meals at breakfast and evening meal times. In the first instance this is achieved through the contract with the outside catering company, HOLROYD HOWE.

- 1) Each boarder will be provided a choice of meals in each meal session. These will always include a hot meal and a vegetarian option, normally salad. Breakfast include a cereal option and hot items.
- 2) Children may also have fruit, yoghurt, cheese and a selection of spreads to have with bread.
- 3) Juice, milk and tea are always available as well as water.
- 4) Boarders' opinions are gathered once a term by the House parents and Head Boy and Girl boarder are asked to attend a meeting to discuss food options and make recommendations.
- 5) The evening meal will on special occasions be themed. E.g. Halloween, Chinese New Year and Xmas meals.
- 6) Boarders are asked to wash hands at the end of the work sessions and checked that they are dressed properly for meals. This includes black shoes and no trainers. No casual clothes are to be worn for meals only uniform or sports kit.
- 7) All boarders are to line up in the old library, sensibly, before evening meal in fine or light weather.
- 8) Where possible, certain year groups lay the tables for the other boarders so as to give the mealtime a special feel.
- 9) The register is taken by matron during meal times.
- 10) Boarders sit at tables of their choice.
- 11) Grace is said after evening meal and at the end of breakfast
- 12) Boarders are let down for breakfast from dormitory inspection each morning
- 13) Boarders are encouraged to have good table manners and poor conducts is to be challenged at these times and boarders moved to different table as a consequence.
- 14) Staff should give out notices from the clipboard (with fire register) at the end of the meal
- 15) Boarders are dismissed from the dining room after grace when everything is cleared and in silence table by table.
- 16) Boarders may bring in additional food (cereal and spread). This is named and stored by the kitchen
- 17) No food is to be stored in the dormitories.
- 18) Snacks are also given out at the end of the day and before reading time each evening. These generally consist of fruit, cereal or toast.



Laundry

1. The matrons are responsible for all the laundry in the House.
2. For full boarders, clothes can be washed if required.
3. Flexi boarders will need to take dirty clothes home at the end of their stay but any kit can be washed as needed such as rugby shirts, shorts, towels etc.
4. All casual/home clothes go home at the end of the week.
5. All pupils will need to take their games kit home at the weekend. Parents / guardians are required to ensure that it is washed and returned at the beginning of the following week.
6. Pupils games kit is washed during the week as needed.
7. Matrons wash sheets after each stay of a pupil.

Changing Routines, Wash Routines (hygiene) and Organisation of Kit

- 1) Changing routines are displayed around Feltonfleet Knights indicating when boarders should be Showering / reading on their beds etc.
- 2) The House Parents and Matron will be involved in talking to the Boarders about the need for good hygiene. This is done on a formal basis to the boys and girls separately.
- 3) At these times boarders change within their rooms and, towels and wash kits to the showers. Shower gels, toothpastes etc. may be stored in the Bathroom.
- 4) When washed and dried boarders return to their dormitories. Boarders will be taught about good hygiene and reminded of the expected standard by all staff informally if required.
- 5) Staff will ensure that all borders, as part of their evening routine, use the showers during their allocated times. Any hygiene issues that cannot be addressed at that time should be reported to matron or Head of Boarding, using a Concern/Welfare form if necessary.
- 6) If a boarder runs out of toiletries in the week then Feltonfleet Knights will supply them. These items are then added to the parents' school bill.
- 7) Matron always keeps a stock of toiletries for emergency purposes. These are stored in the Matron's sitting room / boiler room. These include sanitary towels, shower gel, deodorant, toothbrushes and toothpaste.
- 8) All girls in Year 7 (including day pupils) receive a talk from the Head of Girls (for the whole school) to talk to them about Girls' Health and related issues. Matron keeps a supply of feminine hygiene products in dispensary and all girls are aware of this should then not have their own.
- 9) Boarders brush their teeth twice a day. Firstly, after breakfast each morning and secondly before they go to bed each night. Each boarder should possess a toothbrush and paste. Supplies are kept by matron as in points 5) and 6)
- 10) Showers are a daily routine both in the morning and at the end of each day. These times are displayed clearly around the house.
- 11) Sports kit should be taken home to be washed on a Friday.
- 12) Towels should be hung on the hooks/racks in the bathroom, end of bed or specified areas within each dormitory.
- 13) Only black shoes, indoor trainers and slippers are to be kept in dormitories.

Security Routines and Safety Guidelines.



The following is laid out to ensure the welfare of the boarders is maintained at all times.

- 1) Doors. 'External' doors are defined as doors that allow persons to leave the Boarding House. The main door for all access is located at the top of the stairs through the Old Library. This can only be entered by entering a 4-digit pass number. The other two doors are the fire door in Excellence and the door to the kitchen by the boys' washroom. These last two doors are always alarmed with an audio intruder alarm.
- 2) The main door and the joining door to the girls' and boys' houses are alarmed only at night when the boarders are in their dormitories. Matron will alarm this with she is happy that everyone is asleep.
- 3) Operating the catches, locks the old main school door across the courtyard. These should be closed as soon as all boarders have returned to the House after evening activities. It is the responsibility of the member of staff carrying out this duty to close these doors.
- 4) These doors are then locked by key at the end of each night (9pm) by the Caretaker or cleaning team. At this time all downstairs windows are also checked to supplement the check that is carried out by the caretaker that evening.
- 5) All evening activities are to be supervised by staff as directed. If some boarders need to leave this activity to return to the boarding house then it is the responsibility of that member of staff to send them, accompanied by a Gap student, or a small group of their peers, to the Boarding House.
- 6) At the end of an evening activity the member of staff should bring all those boarders up to the House and lock the room/building that they have been using.
- 7) As soon as staff have returned to the House the evening register/fire list should be taken by the two members of staff on duty in each section of the House. At this point only female members of staff should enter the Girls' house to undertake this. If this is not possible then the register must be passed to the Matron or the female House Parent.
- 8) The fire list must be completed within 5 minutes of the time that all boarders and staff have entered the House at the end of the evenings' activities.
- 9) Any absences must then be reported to Matron. If these cannot be explained the House staff will complete an immediate search and then contact the Headmistress to implement the critical incident plan for such events.



- 10) The fire list must then be stored on the central table and will be taken out by Matron in the event of a fire.
- 11) If a member of staff sees a person that they do not recognise around the campus they should challenge them with regard to their business. If this is not deemed reasonable then they must contact the Head of Boarding, the Headmistress or the Caretaker.
- 12) Parents collecting boarders (day or otherwise) must ring the bell and wait in the Old Library.
- 13) If parents need to collect a boarders possessions they can only do so with a member of staff present but NEVER at the same time at boarders are changing.

Fire Procedures (including drills)

During the working school day (8am-5.50pm) the school's main fire procedure is carried out in the event of a fire.

Feltonfleet Knights procedure comes into effect from 5.50pm to include all boarders and those staff responsible for them during the set activities or times within set locations.

In the event of a fire or fire drill the following must take place:

- 1) If you can smell smoke sound the alarm by breaking the alarm glass or shouting 'FIRE'.
- 2) If the fire alarm is sounded, the fire brigade are automatically called and will arrive at the school.
- 3) If the alarm is sounded while you are undertaking an activity you must bring the children that are in your care to the Cricket Pavilion where the House Parent registers them. Do not go through one building to get another. Walk children around the building on the paths in single file and in silence.
- 4) If you are in duty during the evening when the boarders are in Feltonfleet Knights, they should be directed in single file and in silence, to the appropriate fire exit.
- 5) The main fire exit in Feltonfleet Knights is through the Girls' Dormitory (Excellence).
- 6) Ensure that all boarders are dressed correctly including footwear.
- 7) The Dormitory Prefect will lead their dormitory down the fire escape to the Cricket Pavilion.
- 8) Should the said route be blocked the alternative route is via the main stairs through the Family and out the door onto the terrace.
- 9) Once outside the Cricket Pavilion, all boarders enter and line up in their dormitories and wait for registration.
- 10) A House Parent will account for staff.



- 11) House Parents and Caretaker are able to assess situation from the fire board located in the Bursar's office and in the family room of the boarding house.
- 12) Every time a fire alarm sounds the Housemaster will write a report and hand this to the Bursar with any notes/actions to follow. This is filed and kept centrally by the Bursar.
- 13) All Feltonfleet Knights staff will receive basic fire procedure awareness/fire fighting training. Both matrons are given fire officer training for this building.
- 14) After each alarm boarder receive verbal feedback and are questioned on alternative fire routes out of the building.

Emergency Procedures

Please refer to the Whole School Staff Handbook with regard to emergency procedures.

In the event of a critical incident – Lockdown Procedure policy is followed.

In the event of fire – Fire Procedure policy is followed.

In the event of water loss the school can function on a basic level until mid-afternoon. Food can be provided for at lunchtime after which parents may need to collect children.

In the event of electrical power failure - Feltonfleet Knights is fitted with emergency evacuation lighting. Feltonfleet Knights also has a stock of hand held lamps for temporary lighting.

Heating is supplied via gas and if conditions persist the boarder's parents would be contacted to ask to collect them.

In summary Feltonfleet Knights is equipped to a basic level to provide the minimum to keep boarders fed, warm and safe until such point when a parent/guardian can collect during the day.

Accommodation Standards

1. The Boarding House and its accommodation is managed by the Head of Boarding. All staff report faults or suggestions to him.
2. All faults/suggestions relating to the accommodation are reported to the Bursar to manage.
3. The Boarding House endeavours to provide the highest quality accommodation as relating to the 'National Minimum Standards' and with reference to 'Every Child Matters'.
4. All boarders have access to washing facilities with hot water, toiletries and adequate levels of privacy.



5. All boarders are accommodated in suitably temperature controlled rooms. Heating is adjusted via staff as has ventilation in the summer.
6. All boarders has access to lights to read at night (at set times). All reading lights can be switched off at the main switch for the room. Any fault with bulbs is rectified the following day by one of the maintenance team.
7. All dormitories are cleaned daily once all the boarders have left the House at 8am. Any additional cleaning required in the day can be carried out by the matron or caretaker.
8. Suitable fire detection systems are in place throughout the Boarding House and connecting buildings. These are tested weekly and fire drills take place at agreed times (with Bursar and Fire Warden) each term. Additional drills may be carried out throughout the term depending on make-up of house and any particular weaknesses in routines of boarders.
9. Boarders have time in the evening to be in their dormitories to read quietly. Any excess noise is dealt with by duty staff. Outside events that may case noise is managed via timings or routes around the school.
10. The boys' and girls' Houses are separated by dividing doors. These are closed during times of changing in the evening and during any shower routines. The door has a bell and is managed by the duty team. The girls' house has a female member of staff in it during these times. Male staff do not enter the House unless in emergency or during evening activities in the girls' TV/common room with another female member of staff.
11. All boarders have equal opportunities whatever gender or age across all the dormitories.
12. Risk assessments are carried out across all the dormitories and communal area each year.

Training

The school is committed to providing the support that teaching and boarding professionals require. All staff has a CPD figure to talk to and set targets, including training requirements.

Greater information on this area can be found in the whole school staff handbook.

1. New staff are given a full induction to the school and as boarding staff, are given a shadow member of staff for (at least) the first term. The induction process is reviewed during the first term and staffing may be adjusted if necessary to provide the correct support for any new member of the boarding staff.
2. All members of the boarding staff are given access to course relating to pastoral issues. Courses relating to boarding specific areas are open to all the boarding staff and this is then managed by the Housemaster with the Deputy Head.
3. Training may take place during Boarding Staff meetings and is then specific to new developments, legislation or issues. These issues may relate to specific needs of new boarders, medical, educational or behavioural.
4. Training requirements are adjusted each year and factored into budgets and development plans for the forthcoming year. Staff are asked for feedback on this process.
5. All staff have regular training relating to Child Protection, Risk Assessment and activities, Health and Safety and Fire Prevention and Routines.



6. Any boarding team member can ask for support from the Housemaster and good practise is regularly shared at team meeting. Staffing rotas may be adjusted to enable this to happen.
7. The Head of Boarding carries out informal observations and feedbacks to each team member as a way of enabling professional development and linking to that member's performance management.

Complaints Procedures

For Parents

- 1 Contact the House Parents by phone.
- 2 Contact the House Parents in writing.
- 3 Contact the Headmistress and/or Governors.
- 4 Outside agencies such as ISI or Ofsted (now no longer directly responsible for care within independent sector) or Children's Rights Director.

We aim to reply to any complaint within 24 hours although priority must be given to the pupil's welfare and therefore it is possible the reply may be delayed.

For Pupils

Pupils have a number of different contact points including an independent councillor whom they can contact not only with complaints, but also any welfare concern.

For Staff

Contact in person or in writing the House Parents.
 Contact in person or in writing the Headmistress.
 Contact in writing the Governors.

Additional Forms of Communication

Meetings. The boarder can communicate through their dormitory with the Dormitory Helpers, or through tutor meeting or whole house meetings.

Complaints may also be directed to Independent Schools Inspectorate if it is felt that the school has not addressed them sufficiently.

Independent Schools Inspectorate

CAP House
 9 - 12 Long Lane
 London
 EC1A 9HA
 Telephone 020 7600 0100
 Email: info@isi.net

Ofsted

Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
 Telephone: 0300 123 1231
 Email: enquiries@ofsted.gov.uk

