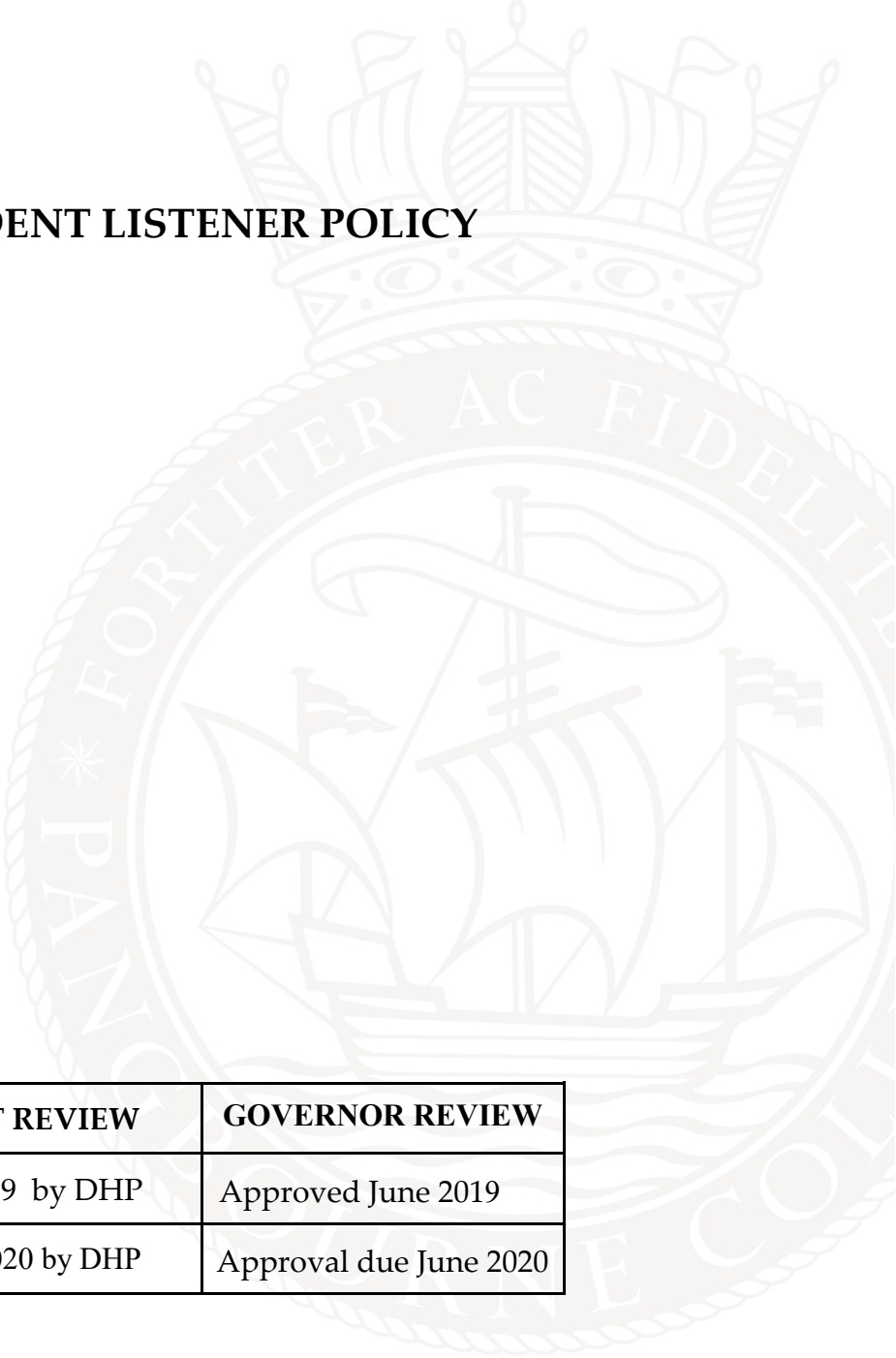


# PANGBOURNE

## INDEPENDENT LISTENER POLICY



	<b>SMT REVIEW</b>	<b>GOVERNOR REVIEW</b>
<b>Last action</b>	June 2019 by DHP	Approved June 2019
<b>Next action</b>	June 2020 by DHP	Approval due June 2020

# PANGBOURNE

The Code of Conduct says, 'Pangbourne College is our community where the individual matters'.

Pupils are always encouraged to share their worries and concerns with an adult or Peer Mentor that they trust. As it says in the document 'Where do I go to for help?' at the back of the College Calendar, there are many different people available and willing to talk to pupils who are seeking support and guidance. This includes the College Counsellor, Mrs Sue Hubbard who comes in at least once a week.

Standard 2.3 of the National Minimum Standards for Boarding Standards (NMS) requires schools to *identify at least one person other than a parent, outside the boarding and teaching staff of the school, who boarders may contact directly about personal problems or concerns at school. The school ensures that boarders know who this person is, and how to contact them.* Boarders are also provided with appropriate helpline(s) or outside contact numbers, including the Children's Rights Director, to ring in case of problems or distress.

## **Practice**

In addition to their employees, Pangbourne College has a volunteer independent listener as a possible safety valve for pupils with concerns or problems. The Independent Listener is Mrs Heather Thorne. She used to be the College Counsellor and, as such, understands the norms and expectations of the school as well as being very experienced in dealing with the problems and issues young people face. She is also named under the Complaints Procedure as someone pupils might like to contact if they feel a problem has not been dealt with properly within the College. Heather is briefed on the College's Safeguarding/Child Protection Policy with particular reference to the rules on confidentiality and the duty to breach this confidentiality if informed of a welfare risk to a pupil or other pupils.

Heather Thorne's contact details:

Telephone number: 0118 9843803      Email address: [hl\\_thorne@hotmail.com](mailto:hl_thorne@hotmail.com)

[There is a poster in all the Divisions giving details of how to contact Heather.](#)