

A Guide to Boarding at Chafyn Godolphin



CHAFYN
GODOLPHIN

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SALISBURY

Welcome

Boarding at Chafyn Godolphin is about being part of a warm and supportive family community. Our two boarding houses are located side by side at the heart of the school, creating a welcoming environment where children feel safe, valued, and at home. Led by an experienced and dedicated team, our greatest priority is the happiness and wellbeing of every boarder.

Boarding at Chafyn Godolphin offers the perfect balance of structure, independence, and flexibility to meet the needs of modern families. We provide an exceptional experience for full boarders, with an exciting programme of weekend activities, all included within the boarding fees. At the same time, our boarding houses are lively and vibrant throughout the week, as full, weekly, midweek, and flexi boarders enjoy a carefully balanced combination of activities, study time, and relaxation.

Set within our beautiful and peaceful Senior campus, the boarding houses provide a haven for all boarders (Prep and Senior) while being just a short walk from the safe and historic city of Salisbury.

I am passionate about boarding at Chafyn Godolphin and bring over 20 years of experience in the boarding sector. I am delighted to welcome you to our community and share with you what makes life at Chafyn Godolphin such a special experience.

Mrs Reyes
Head of Boarding



“Boarding at Chafyn Godolphin offers the perfect balance of structure, independence, and flexibility to meet the needs of modern families.”



Boarding Statement

Boarding at CGS offers pupils a dynamic and safe community where they can build friendships for life, live and work together as part of a team, and where kindness, graciousness and compassion enable them to become confident young people in a contemporary world.

We aim:

- To ensure that pupils feel part of the boarding community, enabling them to overcome any challenges that may arise.
- To build an atmosphere of openness, trust, tolerance and mutual respect.
- To create opportunities for pupils to show leadership, develop initiative discover new interests and hone talents through an extensive activity programme based on the Five Ways of Wellbeing.
- To ensure that the ethos in the boarding houses makes a positive contribution to the pupils' educational experience, facilitating high academic standards.
- To maintain a safe, attractive living and working environment within the houses and to ensure that school resources are readily available to boarders.
- To offer a consistently high standard of care and support, by working in partnership with parents and guardians.

Boarding Staff and Contact Details

Head of Boarding

Mrs R Avila

Walters House



House parent

Mrs R Avila

AvilaR@godolphin.org



Resident tutor

Mr JM Verdu

ManueU@godolphin.org



Resident tutor

Miss A Fitzgerald

FitzgeraldA@godolphin.org



House Coordinator

Mrs S Huff

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Cooper House



House parent

Ms F Wagner

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Resident tutor

Miss C Nasmyth-Miller

NasmythMillerC@godolphin.org



Resident tutor

Miss K Ingram

IngramK@godolphin.org



Resident tutor

Mr J Bond

BondJ@godolphin.org

A to Z of Godolphin Boarding



Activites

There are two weekday activity sessions (Monday–Friday). Pupils sign up for these at the start of each term via SOCS. Prep Boarder sessions are supervised by staff and supported by members of the Sixth Form.

At weekends, CGS offers a wide range of activities, primarily for boarders. Pupils sign up on a weekly basis for optional activities, although some are compulsory for specific year groups. All activities are organised and supervised by school staff, both on and off site.

The programme is guided by the Five Ways of Wellbeing, encouraging boarders to build meaningful connections and try new experiences. Activities vary each term. Pupils are encouraged to suggest ideas, and we aim to accommodate these wherever possible. Feedback is always welcomed.

There is generally no charge for boarding activities for full boarders. Where an activity or trip carries an additional cost, parents and guardians are informed in advance.

Access to Houses During School Day

Boarders in Year 11 and above may access the Houses throughout the school day. This is monitored by the House team to ensure a purposeful and well-managed environment.

Year 10 and below pupils may access the Houses at break, lunchtime, after 16:00, when attending a lesson in the House (e.g. in the Sitting Room), or when changing for sport. They are not permitted upstairs before 16:00.

Day pupils are not permitted upstairs without permission from House staff.

Year 11 and above may use their study spaces during independent study periods, as well as during mock examinations and the GCSE examination period.



Birthdays

Birthdays are celebrated within the Houses. Pupils may choose to wear the traditional pink pinny or pink tie, and Houses will often mark the occasion with cake.

Buddies

All new pupils are allocated a buddy of a similar age. Buddies make initial contact during the summer term before arrival and remain in touch over the holiday, offering guidance, answering questions, and helping to ease any concerns.

This support continues throughout the year, with buddies remaining available as a consistent point of contact. The system also applies to pupils who join mid-year.



Code of Conduct

We aim to live as a community in which all members are treated with respect. Pupils are expected to:

- **Treat others with respect in their actions and words**
- **Care for the building and its contents**
- **Report any damage they cause or witness to a member of staff**
- **Keep personal and shared areas clean and tidy**
- **Use designated boards for personal displays**

Competitive Houses

In addition to their boarding house, each pupil belongs to a competitive house:

Methuen

Hamilton

Douglas

Inter-house competitions take place regularly throughout the year across sport, science, music, and drama. These events provide opportunities for pupils to participate, perform, and support their house.

House Leads:



Head of Methuen (Blue):
Mrs J Day



Head of Hamilton (Yellow):
Mrs A Byam



Head of Douglas (Red):
Mrs S Robertson

Community Weekend

The first weekend of the Autumn Term is the annual Community Weekend for all boarders. Participation is strongly encouraged. If a pupil has a prior commitment, permission must be sought from the Houseparent.

This weekend provides an important opportunity for pupils to spend time together as a full boarding community. A wide range of activities is organised to ensure all pupils can take part and enjoy the experience.



Communal Areas

Each boarding house provides a range of communal spaces for boarders and day pupils. These are shared environments, and pupils are responsible for keeping them clean, tidy, and used appropriately.

In the South Dining Room, staff provide basic provisions for Cooper boarders' evening use, including bread, milk, preserves, hot chocolate, tea, and coffee. Pupils also have access to a fridge, kettle, microwave, toaster, and toasted sandwich maker.

Sixth Form pupils collect their own supplies from the South Kitchen.

Daily Routine

Daily routines are clearly structured and displayed in each House.
Updates, reminders, or changes are communicated via House boards.

Walters (Sixth Form)

7:30am – 8:00am Breakfast

8:00am – 8:20am Morning registration
(all pupils must register in person by 8:20am)

12:15pm – 1:15pm Lunch
(registration required in House or Dining Room)

4:10pm Tea

4:25pm Activities
(Lower Sixth may have duties during some prep sessions)

6:15pm – 7:00pm Supper
(compulsory registration)

7:30pm – 9:00pm Centre study time

10:00pm Quiet time

Sixth Form pupils may, with permission, go into town one evening per week between 7:00pm and 10:00pm, in groups of at least three.

Prefects may return by 10:30pm with prior arrangement. Non-prefects attending a prefect event must seek permission from their Housemistress regarding return time.

Cooper (Years 3–11)

7:15am / 7:20am Wake-up bells
(rung by pupils)

7:30am Breakfast

8:20am Leave House for registration and lessons

12:45pm Lunch registration
(South Kitchen or Cooper office)

6:00pm Supper
(registration required)

7:00pm House activity or meeting

Evening routines:

8:00pm Years 3–6 hand in devices

8:30pm Years 7–9 hand in devices

9:00pm Year 10 hand in devices /
no further showers

9:30pm Year 11 hand in devices /
Years 7–9 lights out

10:00pm Year 10 lights out

10:30pm Year 11 lights out



Daily Routine continued...

Lessons times:

Prayers and Registration	08:25	08:45	20 mins
Period 1	08:45	09:40	55 mins
Period 2	09:45	10:40	55 mins
Break	10:40		25 mins
Period 3	11:05	12:00	55 mins
Period 4	12:05	13:00	55 mins
Lunch A	13:00	13:40	40 mins
Lunch B	13:45	14:25	40 mins
Period 5	14:25	15:20	55 mins
Period 6	15:25	16:20	55 mins
Movement	16:20		10 mins
Session 1	16:30	17:15	45 mins
Buses Depart	17:20		
Session 2	17:15	18:00	45 mins



EAL (English as an Additional Language)

For pupils whose first language is not English, EAL support is available to help ensure full access to the curriculum. Lessons are tailored to individual needs.

Pupils are encouraged to use English as much as possible in order to build confidence and fluency.

Exeat Weekends

The school has four Exeat weekends each year, during which the boarding houses close. Pupils are expected to return home or to their guardian.

Where this is not possible, pupils may remain in school under staff supervision. This must be arranged in advance and incurs a small charge.

Exeats begin at 4:30pm on Friday. Pupils may return from 6:00pm on Sunday, or on Monday for the May Bank Holiday. Please note that there is no evening meal provided on Sunday.

Boarding accommodation is not available during longer school holidays. Parents are responsible for arranging travel home or to guardians at the start of each holiday period.

Facilities

Boarders have access to a wide range of school facilities at designated times. These include the swimming pool, sports pitches, sports halls, tennis courts, libraries, art department, music department, and a fully equipped gymnasium.

The school grounds are also available for fresh air and walks.



Fire Safety

All boarders are taught fire evacuation procedures within the first 24 hours of joining the House. Fire drills are held regularly.

Whenever the fire alarm sounds, it must be treated as a real emergency. Pupils must leave the building immediately via the nearest exit and assemble at their designated meeting point. This should be done promptly and in silence.

The fire alarm is tested weekly on Wednesdays at **8:00am** for approximately 10 seconds. During this test, there is no need to evacuate.

Guardians

All boarders whose parents are overseas must have a UK-based guardian aged 25 or over. The guardian acts on behalf of the parents when required.

Guardians may be a relative, family friend, or arranged through a professional agency. The school strongly recommends the use of an AEGIS-accredited organisation.

Guardians are expected to:

- **Act as a UK-based contact in emergencies**
- **Provide accommodation when the school is closed or during holidays**
- **Offer accommodation if a pupil cannot remain at school for medical or disciplinary reasons**
- **Support and help arrange travel home**

Guardians are also welcome to attend school events. Full details are outlined in the school's Guardian Policy.



Health and Wellbeing

If a pupil feels unwell, they should inform House staff at any time, day or night. Houses hold a supply of first aid items and non-prescription medication in a secure medical cabinet.

The Health and Wellness Centre is led by **Sister Dandy**, Nurse Practitioner Prescriber, supported by a team of Registered Nurses.

Email: BriningD@godolphin.org

Telephone: 01722 430645

Pupils requiring medical attention are referred to the Health and Wellness Centre. Where necessary, appointments are arranged at the local surgery (Three Chequers Practice), and pupils are escorted.

All prescribed medication must be handed to House staff. It is stored securely and administered from a locked medicine cupboard, with all administration recorded.

Monday	Dandy	8am – 6pm
Tuesday	Dandy	8am – 4pm
Wednesday	Dandy	8am – 6pm
Thursday	Jemma	8am – 6pm
Friday	Dandy Bonnie	8am – 1pm 1pm – 6pm
Saturday	Cover provided for matches played at home	

Houses

Walters

Walters houses all Sixth Form pupils, both boarders and day pupils. It is named after former pupil and author Minette Walters.

Boarders are accommodated in single, double, triple, or quadruple rooms. Day pupils are provided with an individual study space.

Room allocations are reviewed each term.

Pupils may express preferences, but final decisions are made by the Houseparent. Single rooms cannot be guaranteed.

Cooper

Cooper House accommodates pupils from Years 3 to 11 and is named after former pupil and author Jilly Cooper.

Dormitories accommodate four to six pupils. In Year 11 (final year in Cooper), pupils may move into double or triple study rooms, subject to availability.

Room allocations are set for each term. The Houseparent is responsible for allocating rooms, with Year 11 pupils able to express preferences, subject to approval.





Induction Process for New Boarders

Each House runs an induction programme to ensure new boarders feel welcomed and supported as they settle into their new environment. This process helps reduce anxiety and enables pupils to become familiar with House routines and expectations.

Key information is provided on arrival. Buddies play an important role during this period, ensuring new pupils know where to go for lessons and meals, and that they are included in House life, particularly during the evenings.

During the first half term, pupils complete an induction form to confirm their understanding of key information. A boarding quiz is also held for the whole community to reinforce routines, rules, and expectations in an engaging way.

International pupils are invited to attend an induction programme before the start of term. This provides additional time to settle in, meet staff and other pupils, and become familiar with the school environment.

Internet / Wi-Fi

Boarders have access to the school Wi-Fi using their school login details. The IT department supports pupils in connecting their devices at the start of term.

The network is intended primarily for academic use and communication with home. All usage is filtered and monitored in line with school safeguarding procedures.

Safe and responsible use of technology is reinforced through PSHE lessons and assemblies. All pupils are required to sign an acceptable use policy at the start of each academic year.



Joining the Community

Joining boarding is an important transition. Pupils are supported through induction, the buddy system, and House staff guidance to help them settle quickly. From the outset, pupils are encouraged to take part in House life, build relationships, and contribute positively to the community.

Keeping Safe

The safety and wellbeing of all pupils is a priority. Clear procedures are in place for safeguarding, supervision, signing in and out, and access to the Houses. Pupils are expected to follow guidance carefully and report any concerns to a member of staff.

Luggage

Trunks and suitcases are collected for storage by the end of the first week of term. Some items are stored within Houses.

At the end of each term, UK pupils take their belongings home. International pupils' luggage is stored securely in their boarding house for the following term.

For pupils leaving the school, luggage remains their responsibility, although House staff will support arrangements with external storage companies where needed.

When storing luggage between terms, pupils are advised not to exceed two suitcases and two school-provided storage boxes.



Laundry

A weekly laundry service is provided for all boarders. Bedding and clothing are washed regularly according to the House schedule. All items must be clearly named; unnamed items cannot be processed.

Laundry routine:

Monday: Bedding and towels (including Sixth Form)

Tuesday–Wednesday: School uniform, non-uniform clothing, and net bags containing underwear

Pupils are shown where and when to leave laundry. Clean items are returned to the Utility Room within a few days, where each pupil has a named cubbyhole.

Pupils may use the House washing machine and tumble dryer for occasional additional washing. Sixth Form pupils are expected to manage their own laundry, with the exception of bedding and towels.

Mail

Boarders may send and receive mail and parcels. For health and safety reasons, all parcels must be opened in the House office in the presence of a member of staff.

Addresses for both Houses:

Walters House / Cooper House
Chafyn Godolphin
Milford Hill
Salisbury
SP1 2RA
Wiltshire, UK

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Meals

All main meals are served in the South Dining Room, and attendance is expected.

Each boarding house also provides kitchen facilities and a supply of snacks and drinks for use outside mealtimes. These include bread, milk, preserves, hot chocolate, tea, and coffee, along with access to a fridge, kettle, microwave, toaster, and toasted sandwich maker. Sixth Form pupils collect their own supplies from the South Kitchen.

Pupils may keep personal snacks (“tuck”), which should be stored in a lockable tuck box, in a secure area in their room, or in the House fridge if refrigeration is required. All items stored in the fridge must be clearly labelled. Food should not be consumed upstairs.

Takeaways are permitted for Sixth Form pupils up to twice per week with prior permission from House staff. Orders must arrive **before 9:00pm** and food must be eaten downstairs

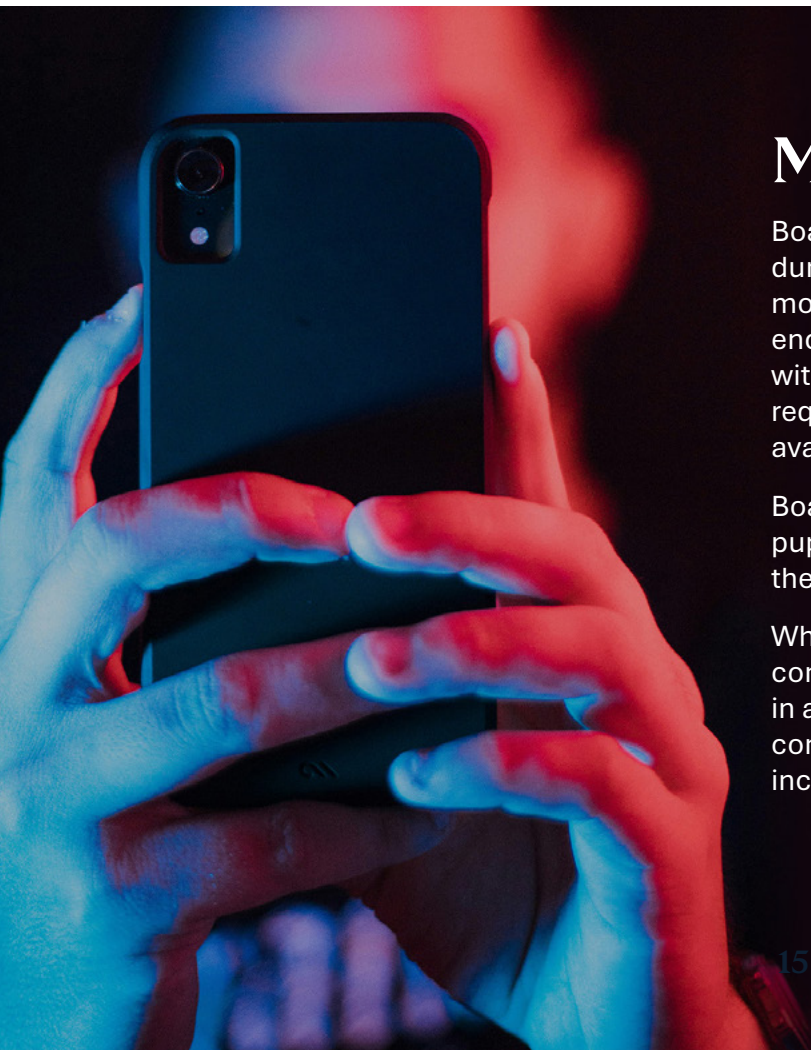


Mobile Phone Policy

Boarders may contact family and friends during designated phone times, typically using mobile phones. Email and messaging are also encouraged, particularly for overseas pupils, with flexibility provided where time zones require it. House phones and quiet spaces are available for private calls.

Boarders who are homesick, particularly new pupils, are encouraged to contact home when they are feeling settled and positive.

While mobile phones are useful for communication, their use is managed carefully in a shared environment. Devices must be used considerately and in line with House routines, including overnight hand-in for younger pupils.





Music Practice

Pupils who take instrumental lessons are expected to sign up to the music practice rota and meet their practice commitments.

Sixth Form pupils organise their own practice schedules.

Facilities for music practice are available within the boarding houses, and pupils are encouraged to make use of these during weekday evenings and at weekends in addition to their allocated sessions.

Night Routine

Evenings follow a clear structure to support wellbeing and academic focus. This includes prep time, House activities, and a structured wind-down period.

Pupils are expected to follow House routines for device hand-in, quiet time, and lights out. These vary by year group and are designed to ensure appropriate rest.

Good evening routines are an important part of boarding life, supporting both wellbeing and readiness for the school day.

Organisation

Pupils are expected to be well organised in managing their time, belongings, and commitments. This includes being prepared for the school day, attending activities and prep on time, and keeping personal and shared spaces tidy.

House staff support pupils in developing these skills, encouraging independence while providing guidance where needed. Good organisation is key to balancing academic work, activities, and House life.

Parents

House staff aim to build strong, positive relationships with parents and guardians in the best interests of each pupil.

Many parents visit the Houses regularly. For those further afield, communication is maintained through email and telephone. Houseparent's also write to parents at key points in the year, including Christmas and the end of the academic year.

Pastoral Staff

House staff aim to build strong, positive relationships with parents and guardians in the best interests of each pupil.

Many parents visit the Houses regularly. For those further afield, communication is maintained through email and telephone. Houseparents also write to parents at key points in the year, including Christmas and the end of the academic year.

Pocket Money / Passports



Pupils may keep pocket money in the House safe, although older pupils often manage their own finances through bank accounts. Staff are available to support pupils in managing appropriate amounts.

The school café is cashless, so a bank card is recommended, although a small amount of cash may still be useful.

All international pupils must hand in their passports for safekeeping. Passports are formally signed in and out by both staff and pupils.

Portable Appliance Testing (PAT)

All electrical items brought into school must be safety tested in line with school regulations. Testing is organised by the Maintenance Team each September.

Any new items brought in during the year must be given to House staff for testing. Items not tested may be confiscated.

Permitted items include: radios, speakers, laptops, hairdryers/straighteners, and phone chargers.

Prohibited items include: kettles, coffee makers, irons, heaters, fridges, televisions, and any appliance with an exposed heating element (except hair tools).

Items which are forbidden:

- Electrical items with a heating element (except hairdryers/ straighteners)
- Games consoles
- Irons
- Kettles/coffee makers
- Televisions/DVD players
- Fridge
- Electric fans or heaters



Pupil Voice

Pupils are actively encouraged to share their views and contribute to boarding life.

Each House has a House Council, led by the Head of House and supported by the Houseparent. Councils meet regularly to discuss improvements and represent pupil views.

A boarding committee meets each half term with the Head of Boarding, with representation from different year groups and boarding types.

Additional feedback is gathered through regular House meetings and catering surveys, ensuring pupils can influence menus and daily life.



Quiet Time

After lights out quiet time forms is designed to support rest, focus, and wellbeing.

During this period, pupils are expected to rest, be calm. Noise should be kept to a minimum.



Religious Services

All pupils attend Cathedral services when required as part of the school programme. In addition, all boarders attend Chapel each Thursday afternoon (held in the school hall).

Where parents or guardians wish their child to attend additional services to practise their own faith, this can be arranged and supported by the school.

Rewards and Sanctions

Boarding is recognised as distinct from the school day, and rewards and sanctions are applied accordingly, while remaining aligned with the wider school behaviour policy.

The emphasis is on recognising and encouraging positive behaviour. A boarding raffle system is used, with tickets awarded for positive contributions and regular prize draws.

Where standards are not met, a range of proportionate sanctions may be applied, including:

- Loss of privileges
- Early bedtime or wake-up
- Community service
- Grounding

For more serious incidents, the school's Behaviour Policy is followed to ensure consistency and fairness.

Safeguarding

Safeguarding is central to boarding life, and the welfare of pupils is the school's highest priority.

If a pupil has any concerns about their own or another pupil's wellbeing, they should speak to a member of staff. External support is also available through local authority safeguarding services:

Wiltshire MASH
(Multi-Agency Safeguarding Hub)
0300 456 0108 (office hours)
0300 456 0100 (out of hours)

Hampshire Children's Services:
0300 555 1384 (office hours)
0300 555 1373 (out of hours)

Children's Commissioner
(Dame Rachel de Souza):
0800 528 0731

These contact details are displayed in each boarding house.

Security

School buildings are secured with electronic keypad entry systems. Boarding Houses are alarmed and locked each evening between **9:30pm and 10:00pm**.

Signing-in and signing-out systems operate for pupils, staff, contractors, and visitors to ensure that site access is always monitored.

Boarders must sign out when leaving the House and sign back in on return, unless attending timetabled lessons or activities.

This is an essential safeguarding and security procedure. It ensures staff are always aware of pupils' whereabouts. Pupils must record their details clearly and accurately in the sign-in/out system.



Tidiness

Pupils are expected to keep their rooms and shared spaces clean and orderly. Regular checks are carried out by House staff, and support is provided where needed. Maintaining tidy spaces contributes to a respectful and comfortable environment for everyone.



Uniform and Dress Code

Uniform must be always worn correctly during the school day and should be clean, named, and in good condition. House staff monitor standards and will contact parents if items need replacing.

Accessories should be kept to a minimum and in line with school guidelines. Hair should be neat and, if long, tied back for practical subjects such as PE and science. Make-up is not permitted when wearing school uniform.

Full guidance is available in the *School Uniform and Appearance* document, which is displayed in the Houses for reference.

Visits to Town

Pupils in certain year groups may visit the town at designated times, subject to permission from House staff and in line with House routines.

Year 10: Town visits are scheduled within the weekly programme and agreed at the start of term. Pupils must seek permission before leaving, sign out and back in, and travel in groups of three or more.

Year 11: Arrangements are similar; however, pupils may go in pairs and may wear non-uniform. Permission must still be obtained and signing in and out is required.

Weekends:

Saturday: after morning prep or after lunch

Sunday: after brunch

All pupils must seek permission before departure, sign out and back in, and remain in appropriate groups as directed by staff.

These arrangements support growing independence while always ensuring pupil safety and accountability.

Weekend Arrangements

Parents or guardians must inform House staff of any changes to a pupil's usual weekend arrangements by **Wednesday evening** prior to the weekend.

Requests for pupils to spend time with families other than their own must be agreed in advance by the Houseparent. Confirmation is required from both sets of parents.

A range of school-based activities is also available at weekends, and pupils are encouraged to participate where possible.

Working with Pupils

CGS places a strong emphasis on pastoral care, with House staff central to creating a safe, supportive, and structured environment appropriate to each age group.

Staff are expected to remain calm, clear, and consistent in their approach, offering support while maintaining appropriate boundaries. Behaviour is managed positively, with a focus on encouragement, fairness, and respect for each individual pupil.

Pupils are encouraged to express their views and raise concerns. The complaints procedure is explained clearly and is readily accessible.

Staff are expected to:

- Take a genuine interest in each pupil
- Offer praise and encouragement
- Address behaviour constructively, focusing on actions rather than individuals
- Set clear expectations and consequences
- Avoid confrontation or ridicule
- Be inclusive and respectful of all backgrounds
- Provide practical support where needed
- Respect pupils' privacy (including knocking before entering rooms)
- Follow House routines and refer to the Boarding House handbook

X-pectations

Boarders are expected to contribute positively to House life by showing respect, responsibility, and consideration for others.

This includes following House routines, meeting academic and behavioural expectations, and engaging in the wider life of the community. Pupils should take responsibility for their actions, their environment, and their relationships with others.

Clear and consistent expectations help ensure a safe, supportive, and well-ordered boarding environment in which all pupils can thrive.

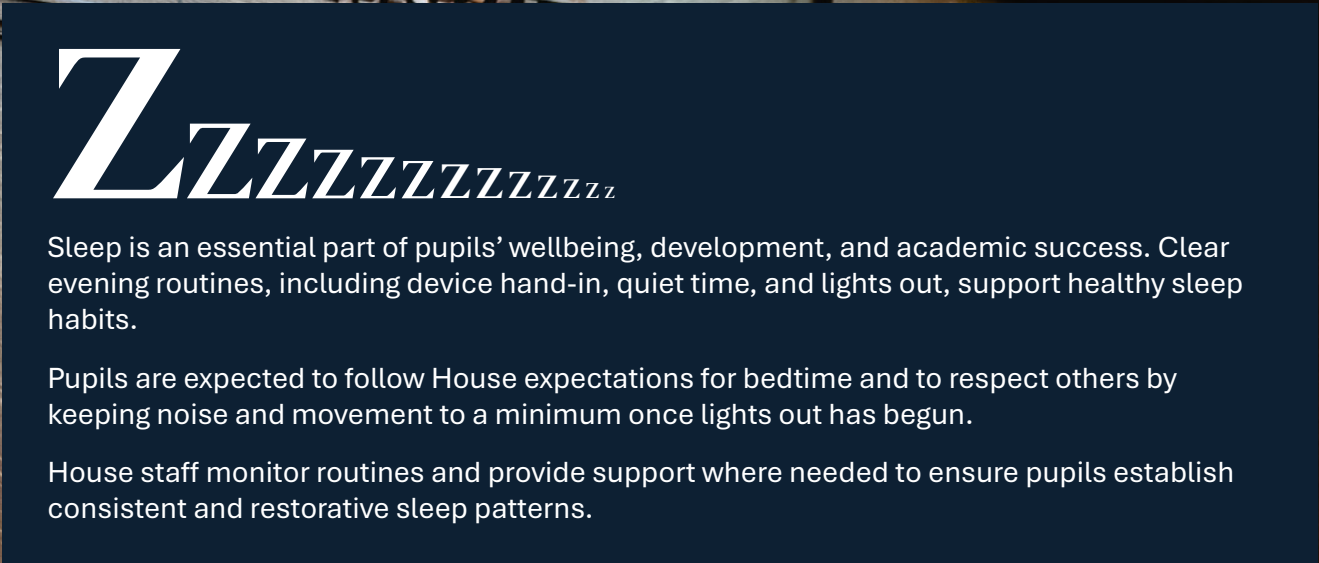


Your responsibility

Each pupil plays an important role in maintaining a positive and well-functioning boarding community.

Pupils are expected to take responsibility for their behaviour, their belongings, and their contribution to House life. This includes following routines, meeting expectations, and showing consideration for others.

Developing personal responsibility is a key part of boarding, supporting independence, confidence, and readiness for life beyond school.



House staff monitor routines and provide support where needed to ensure pupils establish consistent and restorative sleep patterns.

Boarding Staff Contact Details

Head of Boarding

Mrs R Avila

AvilaR@godolphin.org

Phone number 01722 430540

Walters

Phone number 01277 430540

House parent: Mrs R Avila

AvilaR@godolphin.org

Resident tutor: Mr JM Verdu

ManuelJ@godolphin.org

Resident tutor: Miss A Fitzgerald

FitzgeraldA@godolphin.org

House Coordinator: Mrs S Huff

HuffS@godolphin.org

Cooper

Phone number: 01722430540

House Parent: Frederique Wagner

WagnerF@godolphin.org

Resident tutor: Miss C Nasmyth-Miller

NasmythMillerC@godolphin.org

Resident tutor: Miss K Ingram

IngramK@godolphin.org

Need to talk

Living at school can be a great adventure. But sometimes, when things feel tough, it can be harder to talk about what's going on.

We hope you can talk to a family member or a friend in or out of school. You could also talk to your Tutor, House staff, teachers, our Pastoral Lead and the Health Centre Team among others. You are also very welcome to talk to Mrs Price.

If you prefer to talk to somebody outside the school, we have two Independent Listeners:

- Kate Higginson
- Alistair Dougall

You can also phone
Childline on 0800 1111.