

Boarding House phone and email protocols

Dear Parents/Guardians

From September we will be introducing a new system of contacting the boarding house and housemaster or housemistress by mobile phone and email. The purpose of this is to ensure that information is acted on in a timely manner and to safeguard pupils, staff and parents when using digital technology.

There will be four main channels of communication:

1. House mobile phone
2. Housemaster or housemistress mobile phone
3. House email address
4. Housemaster or housemistress email address by surname (current system)

The numbers and email addresses are as follows:

House	HsM Phone	HsM email
Brook Court	07341885046	mpitt@deanclose.org.uk
Fawley	07469140351	hbriggs@deanclose.org.uk
Gate	07469140585	mwwilkes@deanclose.org.uk
Shelburne	07884666218	lkent@deanclose.org.uk
Tower	07486289452	bspoxon@deanclose.org.uk
Turner	07884667534	callen@deanclose.org.uk
Dale	-----	pprice@deanclose.org.uk
Field	-----	psmontgomery@deanclose.org.uk
Hatherley	-----	kemilne@deanclose.org.uk
Mead	-----	cmfeltham@deanclose.org.uk
House	House Phone	House email
Brook Court	07884667292	brookcourt@deanclose.org.uk
Fawley	07884667287	fawley@deanclose.org.uk
Gate	07884667294	gate@deanclose.org.uk
Shelburne	07884667293	shelburne@deanclose.org.uk
Tower	07884666192	tower@deanclose.org.uk
Turner	07884667295	turner@deanclose.org.uk
Dale	07584356954	dale@deanclose.org.uk
Field	07825413580	field@deanclose.org.uk
Hatherley	07825214315	hatherley@deanclose.org.uk
Mead	07469159824	mead@deanclose.org.uk

Below is an outline of how we envisage these contact details to be used:

House mobile and email

These are to be used for routine information such as:

- Travel details
- Medical, dental and other appointments
- Picking up and dropping off arrangements; late returns
- Routine administration e.g. missing items, changing to music lessons etc.
- Anything that is not confidential and can be dealt with by one of the House team

The phone will be kept by the matron, duty tutor or HsM depending on the day and the time. Communication via this phone will be answered or responded to as soon as practicably possible, 8am – 10pm during term time.

Between 10pm and 8am the phone will be switched on and kept by the resident on overnight duty. It is only to be called in **cases of emergency** between these times.

The email address will be accessed by the HsM, matron and tutor team. The team will endeavour to respond to emails sent to this address within 24 hours during term time.

HsM mobile and email

These will be accessed by the HsM only and are for more sensitive or confidential communication. The HsM will normally respond to communication via these methods between 8am and 6.30pm (phone) or within 24 hours (email).

Communication with the HsM about non-house matters should be via the email by surname address.

Non urgent information sent via these channels may not be responded to as quickly.

Whilst this system may seem a little more complicated at first, it is our intention to streamline communication and make it more efficient.

If you have any questions about this arrangements please contact the relevant HsM or myself.

Jacque Davis
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Foundation Lead for Safeguarding

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