



WINDERMERE
SCHOOL
FOUNDED 1863

BOARDING HANDBOOK
2025-2026

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1. BOARDING PRINCIPLES

We aim to provide a safe and caring environment extended family environment where boarding pupils can flourish academically, socially and personally. We aim to give our pupils the life skills and experiences necessary to prepare them for adulthood.

Aims:

- We approach the wellbeing of our boarding community holistically to provide equal worth to the academic, social, physical and personal needs of our boarders.
- We value the Round Square IDEALS and the twelve discoveries of our personal learning journeys: inquisitiveness, tenacity, courage, compassion, inventiveness, ability to solve problems, self-awareness, sense of responsibility, appreciation of diversity, commitment to sustainability, communication and team-working skills.
- We recognize the benefits of our multi-cultural community and foster understanding and respect for people of all races, faiths and nationalities.
- We create a caring environment of mutual respect and trust where pupils and staff can communicate with confidence. We promote acceptance, honesty and respect for pupils' individual identity.
- We maintain the highest educational standards in academic life by providing an environment conducive to learning, valuing effort and dedication and promoting a growth mind-set.
- We balance academic efforts with an extensive extra-curricular programme to provide the basis for a future of life-long learning
- We protect community wellbeing by creating a safe living environment, which embeds the habits of a healthy and fulfilling lifestyle. We provide an environment, inside and outside the classroom, that encourages and develops team-building and leadership skills.
- We work with pupils, parents, and the wider community to develop our pupils' employability and adaptability ready for the future workplace.

To achieve our aims:

- We provide a well-resourced, enthusiastic and professional boarding team dedicated to the wellbeing of our pupils.
- We provide an extensive extra-curricular programme providing pupils the opportunity to explore new pursuits and leveraging our unique location in an adventurous, outdoor environment.
- We provide all pupils with opportunities to take leadership roles in their communities and to allow their unique and diverse voices to be heard.
- We provide modern living and sleeping accommodation in an age-appropriate setting, and access to high quality leisure, catering, and communication and technology facilities.
- We provide an individualised and carefully planned and monitored tutoring process to ensure all pupils fully achieve their individual learning journey.

- We provide clear, fair and consistent policies on academic and pastoral matters.

2. WESTMORLAND HOUSE



Westmorland House was purpose built to accommodate boarding pupils in 1991. It is a fully co-educational Sixth Form house and accommodates up to 58 boys and girls from the age of 16 upward in 12 'town-house' style flats. Each flat is made up of 3 bedrooms (2 doubles and a single) and a shared common room / kitchenette and communal shower-room and toilet. The main house has a communal 'house' kitchen, laundry, dining area and common room for Sixth Form boarders and day pupils. The common area contains entertainment, AV equipment, pool table, piano, juke box and an area for weekend socialising and informal meetings and tutorials.

The house aims to provide a transition between school and university / employment for our Sixth Form students, all of whom undertake the International Baccalaureate. The house takes pride in its internationalism and its support for individualism and diversity. It seeks to encourage all pupils to be their best and to embrace individualism, confidence and respect for others.

Westmorland has a strong welcoming culture and the overall aim of is to equip pupils with the self-belief, independence and integrity to help them to face future employment and leadership and go on to make outstanding contributions to our shared global society.

3. LANGDALE HOUSE



Langdale House is a co-ed home for girls and boys aged 8 to 16 years. A lodge style boarding house featuring an impressive common room with a timber deck balcony for you to take in the stunning mountain views. It is an excellent combination of traditional boarding with modern conveniences, with suites of double and single rooms allocated for each age group.

There is a great social scene at Langdale with its houseparent, In the early evening, academic tutors are at Langdale to offer extra tuition, which the students find very beneficial. They are also able to participate in a host of extra-curricular activities.

Weekends are packed with sports fixtures, clubs, and activities to suit all interests. The school has a strong cohort of day students, who integrate well with our boarding students and take part in evening and weekend activities. Boarders are able to make the most of their time at Langdale House, forming lifetime friendships and gaining independence.

4. MEDICAL CARE



Mrs Rachel Ambler-Sergeant is a qualified nurse, having been a paediatric nurse for 12 years, including working at the world-famous Great Ormond Street in London. Mrs Ambler opens the medical room on Tuesday, Wednesdays and Thursday and is able to assist and support any child who is not feeling well or talk through longer term health conditions or concerns. As a parent to three young children, Mrs Ambler-Sergeant understands the importance of supporting pupils through all of their health care needs in and around the education setting. She demonstrates

professional yet empathetic care to all and is an eloquent advocate for the children at Windermere School.

Parents can contact Mrs Ambler-Sergeant for advice for their child
rambler@windermere-school.co.uk.

School Nurse

The medical care for boarders is led by qualified nurse, Mrs Rachel Ambler. All new boarders are required to meet with Mrs Ambler to discuss any medical conditions and to chat through any concerns. The nurse is available during the school day. Boarders must tell a member of staff if they are unwell or have had an accident so they can help and support them.

If you feel unwell

If you feel unwell before school, you should report to the houseparent on duty before school. If you are not well enough to go to school, the nurse will work with boarding Staff to oversee your care. If you feel unwell during the evening or weekend you should report this to the houseparent on duty. Houseparents' have attended First Aid courses and will use the NHS 111 or 999 services if required.

Doctors and Dentists

All Boarders are registered at. St Mary's Surgery, Applethwaite, Windermere LA23 1BA.
Tel: + 44 (0)15394 88484

Boarders needing medical or dental appointments have them arranged through the school nurse.

Medicines

All medicines, whenever they are brought into school must be declared to the nurse. Dependent on your age and type of medication, a decision will be made if it needs handing in and dispensed to you, or if you can take it yourself.

5. SAFEGUARDING & WELLBEING



Mrs Sue Brown is our Head of Safeguarding & Wellbeing and is always happy to talk to children about any worries or concerns they have. Mrs Brown trained as a nurse, specialising in Intensive and coronary care as well as obstetrics and gynaecology, and is our lead DSL.

Mrs Brown lived in Singapore for 15 years. She has two daughters who came to Windermere School and are now at university. She likes snowboarding, gardening and reading (her favourite books are by P.G. Wodehouse and Michael Bond). She is currently attempting to turn all her daughters old baby clothes into quilts.

Growing up can be challenging and life in a busy boarding house can be both fun and at times, hard work. Windermere School has a committed team of staff who are available to talk to children to discuss any problems, concerns or worries. In particular, we know that our new boarders will need time to adjust to their new life. Even when settled in, teenage life can be difficult and in boarding there are lots of people around who can help to support you when you are feeling a bit down or having a bad day or something is troubling you. The Wellbeing Centre is always available for you to visit to share any concerns and other options are also listed below.

The Boarding Houses have an open culture of safeguarding and encourages both children and staff to report any concerns to the Designated Safeguarding Lead (DSL). The boarding houses follow Windermere School policies on safeguarding which include Keeping Children Safe in Education (KCSIE), Safeguarding Policy, the Staff Handbook and the Staff Code of Conduct, Anti-Bullying Policy and an AUP and Online Safety Policy.

Monitoring

Regular Wellbeing and Safeguarding meetings take place to identify and children who make require early help and support or referral to relevant agencies. The meetings are also an opportunity for staff to review safeguarding procedures.

Boarding

Boarding staff have additional training at the start of each academic year to ensure:

- They are aware of the increased responsibilities for caring for and the vulnerability of boarding pupils.
- They are alert to the signs of all areas of safeguarding and in particular, abuse, bullying and mental health concerns.
- Know the procedures for recording and referring any concerns in boarding.
- The Whistleblowing Policy and how to use it.
- Aware of their responsibilities in contextual safeguarding and how to report any areas of concern.

6. INDEPENDENT LISTENER & ONLINE SUPPORT



Independent Listener

The boarding house has an Independent Person called Sue Hanisch. The Independent Person is not connected to the boarding house or the school and can be contacted with any worries or concerns that you feel you cannot raise at school.

To contact Sue please telephone: 07711 276270

Who you can talk to within school?

- **House Staff:** Your house parents and matrons are there to help you, there is always a member of staff who is on duty. The notice board by the entrance of each boarding house informs boarders who is on duty and how to contact them. Never be afraid of asking a member of the house staff for help about anything.
- **Mrs Brown:** During the school day, Mrs Brown is always available in the Wellbeing room for you to speak to if you are feeling worried or upset about any matter. You can also email Mrs Brown on sbrown@windermereschool.co.uk.
- **Tutor or Heads of Section:** You can also speak to your tutor if you are feeling upset or worried. The Heads of Section are also available to help.

Internet and Telephone Advice

There are lots of resources available online for young people. Some examples are listed below:

- **kooth.com:** An online mental wellbeing community. Provides free, anonymous, confidential online counselling as well as articles and discussion boards.
- **The Hub of Hope:** An app that gives details of local support and advice on areas such as depression, anxiety, eating disorders and self-harm.
- **NSPCC (for advice regarding child abuse):** 0808 800 5000 or www.NSPCC.org.uk
- **NSPCC (for victims of sexual abuse in schools):** 0800 136 663
- **Childline (for advice on any issue or problem):** 0800 1111 or www.childline.org.uk
- **Children's Commissioner (responsible for children's rights):** 020 7783 83
- **Papyrus:** <http://papyrus-uk.org>

7. BOARDING COUNCIL

In each boarding house, a team of pupils take positions of responsibility to assist the pupils and house parents in the smooth running of the boarding community. Their roles and responsibilities are clearly established in job descriptions and they assist with inductions and the team building process to create an engaging community within the houses and to offer support for new boarders.

The various school councils support the school to maximise the participation of pupils, and provide the opportunity for pupil leadership by those who wish to contribute to the Windermere School community.

The Senior Council is at the heart of the school with its members drawn from our senior pupils. The Senior Council represent pupils' views and suggestions and work alongside Senior Management to improve the school and pupil engagement. The council meets regularly with the Head and Senior Leadership.

The following councils are well established and meet regularly each term:

- Senior Council
- Middle School Council
- Boarding Council
- Food Council
- EDI Committee

8. KEEPING IN TOUCH

Most pupils own a mobile phone however, in specific circumstances students may also use the phone in the house parent's office: If pupils do need to make an urgent phone call, and for some reasons do not have access to a mobile, the houseparent will permit such a call.

Boarding House	Phone Number
Westmorland	Office Telephone: 015394 46709 Ext 216 Mobile +44 (0)07867000393
Langdale	Office Telephone: 015394 40312 Ext 243 Mobile +44 (0)7436151211

Boarding House	Email
Westmorland	ilawlor@windermerschool.co.uk
Langdale	gboyle@windermerschool.co.uk

Boarding house address for deliveries/parcels

Name of Boarding House
Windermere School
Patterdale Road
Windermere
LA23 1NW
UK

9. BOARDING KIT LIST & UNIFORM

- Your linen is provided - including sheets, pillowcases, bedspreads and duvets. You may bring your own if you wish.
- Uniform and Adventure Kit (see Windermere kit list)
- Casual Clothes
- One outfit for formal occasions eg. dress, smart trousers and top or a suit
- Clothing for outdoor activities, eg. old trainers and waterproofs.
- Pyjamas or suitable night clothes
- A dressing gown and slippers for use during fire alarms/drills
- Swimwear and towel for swimming / sports
- An alarm-clock
- Posters, photos and ornaments to make your room feel homely
- All items should be clearly labelled with names.
- Less is more, try not to bring more than you need!
- Stationary (pens, pencils, files, paper, calculators etc.) for your time at school.
- Bathroom items
- Padlocks
- UK adaptor

Uniform

Windermere has strict uniform rules for each year group. These are available to pupils on the website and respective handbooks. Boarding pupils represent the school whenever they wear the uniform and we expect them to take pride in being members of the school. School uniform must be worn to and from school each day. Uniform standards apply at all times, including in classrooms and when pupils leave the classroom. The only place where uniform standards may be relaxed is when pupils are in the boarding houses.

Personal Belongings

Pupils all have access to a personal, secure storage space either in the houseparent's offices or (in the Sixth Form) in a safe in their rooms. Parents / Guardians are expected to ensure that pupil's valuable personal effects are collected and stored safely during all long vacation holiday periods (Christmas and Easter), and that all their personal effects are removed at the end of each year and their last term at the school. No pupil's property can be stored in the boarding houses over the summer.

Passports

All boarders are expected to hand in their passport and where relevant, BRP cards and ID cards, for safe keeping.

10. WEEKDAY TIMINGS

All times are to the HP/AHP discretion

07.00-08.00	Wake Up Roll Call Medication Breakfast
08.30-16.05	School day
16.20 – 17.20	First prep or activities – HP/AHP and matron.
17.20 – 18.00	Free time
18.00 – 18.30	Boarder's dinner
18.45	Roll call
19:00 – 20:00	Second prep
20:00 – Bedtime	Free time
Year 6 - 20:30 Year 7 - 20:45 Year 8 - 21:00 Year 9 - 21:15 Year 10 - 21:45 Year 11 - 22:15	Bedtime Students are to hand in all technology at the discretion of the houseparent.
Year 6 - 20:45 Year 7 - 21:00 Year 8 - 21:15 Year 9 - 21:30 Year 10 - 22:00 Year 11 - 22:30	Lights out at the discretion of the houseparent (Night register)
22:30	Lock up and alarms set
	*All times are to the houseparent discretion

11. WEEKEND TIMINGS

Saturday - All times are to the HP/AHP discretion

08.30	Wake Up
09:00	Breakfast and then roll call
09:45 – 12:30	Supervised prep, sports/sailing activity
12:30	Lunch and then roll call
13.00 –17.30	Local trips and free time
18.00	Dinner and then roll call
19.00	Boarding activity and free time
Year 6 – 21:15 Year 7 - 21:30 Year 8 - 21:45 Year 9 – 22:00 Year 10 - 22:30 Year 11 - 23:00	Bedtime Students are to hand in all technology 30 minutes prior to their bedtimes. Year 12/13 to house staff discretion

Sunday - All times are to the HP/AHP discretion

From 11.00	Brunch	Roll call to houseparent discretion
12.15	Roll call	
11.00-17.30	Free Time	Pupils can decide how to spend their time but choices could include: • Optional trip or activity • Studying or catching up with homework • Spending time with friends • Pool, Table Tennis, Recreational Sport • Personal hobbies such as Crafts, Music or Reading • Doing laundry or room tidying
17.30	Sunday Supper	
Year 6 - 20:45 Year 7 - 21:00 Year 8 - 21:15 Year 9 - 21:30 Year 10 - 22:00 Year 11 - 22:30	Bedtime	Students are to hand in all technology at the discretion of the houseparent normally 1 hour before bedtime.

12. MEALS & CATERING

School Meals

All school meals in the Dining Hall are compulsory for all years, who must attend unless prior arrangements have been made with their houseparent.

The Sixth Form are allowed to have breakfast and lunch either in the Dining Room or in Westmorland House.

House Kitchens

House kitchens are available to pupils during the evening from the end of prep at 8:00pm until 9:00pm.

Kitchens are out of bounds at lunchtime and from 4:45pm to prevent any usage that may interfere with pupils attending set meals. The exception to this is for Sixth Form pupils at weekends when the kitchen is open.

Take-Aways

Take-aways are allowed at the discretion of their houseparent. These should not be a substitute for school meals.

The Sixth Form can cook in the kitchen or visit restaurants in the village at weekends.

Exceptions may be made at the staff's discretion; for example, in the case of a fixture overrunning and supper being unavailable, or for an occasion such as a pupil's birthday. Food must never be ordered or eaten during prep time by any year group.

13. LAUNDRY

Matrons will oversee the laundry process in conjunction with the housekeeping team.

Lower School pupils washing is completed by housekeeping. All laundry must be placed in the laundry bags by the end of prep of the previous evening and will be laid out in systematic piles, as directed by the Matron. Items must be clearly named to avoid loss.

Sixth Form students complete their own laundry in the Sixth Form laundry facilities. The matrons will be happy to assist pupils who do not know how to complete their laundry or how best to press their clothes.

All pupils are expected to change their sheets and duvet cover each week whilst at school.

14. FINANCIAL MATTERS

Pocket Money

We encourage all boarders to open a bank account and to use cashless payment systems. Where overseas boarders are concerned, a letter of introduction is usually required from the school for them to be able to open an account. The school can provide a standard letter which will assist with the opening of a bank account. House staff can support in the opening of a bank account if required. For those who are unable to open a bank account, pocket money should be sent to the Finance Department. The amount of pocket is a matter for parents and their children but should not be excessive.

15. TRANSPORT

Transport Plans

All parents must inform the Houseparent at the start and end of each term what the travel plans are for their child. This should be by email to the Houseparent. Parents should ensure that travel tickets are booked well in advance so that pupils are not missing important lessons, meetings, inductions and social events at the beginning and the end of each term. Permission must be sought directly from the Deputy Head for any absences during term time.

Transport to and from the airport

Windermere School can arrange transport to Manchester or Liverpool airport on designated travel days. This can include support for unaccompanied minors, to book this service please contact your airline and forward their completed form to the Houseparent, we will fill in the details for the person accompanying.

For outgoing flights, the school transportation service is available for scheduled departures between 09.00 and 19.00 on the designated travel day only. For those students with earlier flights, Guardian/Parents will be required to take responsibility for their transportation to the airport. Students with scheduled flights later than 19.00 may make use of the school transportation service, but become the responsibility of the Guardian on their arrival at the airport.

For incoming flights, school drivers will be available to meet students with scheduled landing times after 07.00 and before 21.00 on the designated travel day. Arrivals before 07.00 will need to wait at the agreed meeting point until the school driver arrives and is the responsibility of the Guardian up until this point. Students with scheduled landing times later than 21.00 will not be able to make use of the school transportation service and will be the responsibility of the Guardian to look after overnight and arrange their travel to school the next day.

Taxis

Families are required to book their own taxis directly with taxi company if one is required. The school use Lakeside Taxis who have DBS checked drivers and have been very reliable. The contact details for Lakeside Taxis are:

Phone Number +44 1539 488888

Email - boarding@lakesidetravelservices.co.uk

16. ROOM ALLOCATION

Sharing

In the junior years pupils will usually share with at least one other pupil of their year.

On entering the Sixth Form they will share with no more than one other room-mate. Upper Sixth pupil, wherever possible, will have a single room, although this cannot be guaranteed.

Pupils' wishes are taken into account in the allocation of rooms to pupils with the house parents using their professional judgement to make a final allocation.

Privacy and Personal Space

Pupils do not have authority to enter other pupils' bedrooms without either the express permission of the pupil concerned, or that of the Houseparent.

All house members, including staff, will knock before entering pupils' rooms. No visitors from other houses are allowed into pupil's bedrooms at any time unless given the exceptional permission of the houseparent.

Boys and girls may socialise together in common room areas but are not allowed to visit each other's rooms / flats, without exception, unless accompanied by the Houseparent.

17. BOARDING RULES

Bedrooms

All pupils are responsible for keeping their bedroom area and study tidy. Floor space, including areas under beds, should be clear of clothing and belongings and these and other possessions should be stored in desks, cupboards and on shelves. Beds must be made each morning before leaving the house for breakfast.

Perishable foods and drink (such as milk) must not be kept in bedrooms for reasons of hygiene and cooked meals (including takeaways) should not be taken into bedrooms.

In each house the matrons and housekeeping team complete a daily room check and reports any concerns as appropriate. Where repeated warnings are given for failings in tidiness, boarding staff will supervise the student in question to ensure that their room is tidied satisfactorily.

Equipment

No kitchen equipment, such as kettles, rice-cookers, refrigerators, coolers, toasters, coffee machines are allowed in bedrooms for health and safety reasons.

All personal electrical equipment requires a PAT test which takes place at the start of the academic year.

The school accepts no responsibility for equipment in shared areas and students leave their equipment there at their own risk.

Behaviour

The boarding houses follow the Windermere School policy for behaviour that can be accessed via the “School Policies” section of the school website. This includes an expectation that boarders:

- Show respect and courtesy to all members of the school community
- Respect the privacy, opinions and beliefs of others,
- Uphold the good name and reputation of the school through their demeanour, attitude and behaviour,
- Act as a role model for younger students,
- Not make any public displays of affection,
- Not use any item of technology in an inappropriate or offensive way.

Bullying

The school is committed to a zero-tolerance approach to bullying of any sort. The school has a separate Anti-Bullying Policy that can be accessed via the “School Policies” section of the school website.

Smoking

The school site is a strictly non-smoking environment. Boarders may not smoke, bring cigarettes, or e-cigarettes, onto the site, smoke or vape during their journey to school, smoke or vape on a school trip, nor supply any to other pupils. In addition, pupils should not smoke anywhere whilst wearing school uniform.

Alcohol

No pupil may bring alcohol onto the school site, supply other pupils with alcohol nor arrive at a school function having consumed alcohol.

As an exception to this rule, Sixth Form students with parental permission can be allocated up to two drinks on each of a Friday and Saturday night, at the discretion of the Westmorland boarding staff.

Sixth Form students who leave the premises for social reasons on a Friday or Saturday evening may only consume a small amount of alcohol (up to two glasses of wine or two pints of beer) if they are over 18.

The boarding houses are equipped with breathalysers which will be used by house parents’ if required.

Classified Drugs and Banned Substances

The school has a strict policy on drugs and banned substances that can be accessed via the “School Policies” section of the school website. In summary, no pupil may bring classified drugs or banned substances onto the school site, for any reason. This definition should be understood to include so-called “legal highs” and/or other substances deemed by the school to fall within the definition of a banned substance. Pupils and parents should be explicitly aware that supply, or intent to supply, classified drugs or banned substances, whether on or off of the school site, are actions that are likely to be treated with particular seriousness.

Sexual Behaviour

There are to be no public displays of affection during the school day between pupils, no pupil is to indulge in sexual relations with another person on the school site. No pupil is to enter the bedroom of a pupil of the opposite sex in a boarding house without the express permission of their houseparent.

Other prohibitions

Dangerous weapons (e.g., pellet guns, knives, pepper spray etc.), dangerous substances (e.g., solvents, glue products, laser pens etc.), pornographic material and/or any items that common sense would suggest are not acceptable in a school environment (e.g., e-cigarettes) must not be brought into school. Such items will be confiscated immediately by staff. Parents and pupils should be aware that UK knife laws are strict and edged weapons are effectively banned from school site. In addition, UK gun laws cover items such as pepper spray, which is classified as a 'firearm' and possession carries a significant penalty.

Vandalism

Vandalism, whether on school premises or elsewhere, are regarded as serious breaches of school discipline and will result in school sanctions and the costs of appropriate repairs will be recharged to pupils.

Leaving site

To leave the site, a boarder must speak to the houseparent or assistant houseparent on duty to gain permission. There is strict signing in and out rules and breaking these rules is a serious matter. First offences will be dealt with their houseparent. Second or further offences will be dealt with by the Head of Sections.

18. SANCTIONS

Boarding house sanctions relate to incidents out of school hours and work alongside the normal sanctions of the school within the school behaviour policy. We expect boarders at Windermere School to behave with responsibility. However, we understand that the teenage years are a learning experience. If you do make a mistake, we expect you to learn from it, act on and listen to advice and avoid making similar mistakes in the future. Every incident will be dealt with on an individual basis, but some examples of possible sanctions in boarding are shown below:

	Example	Potential Sanctions
Level 1 All staff	• Anti-social behaviour • Inappropriate uniform/dress • Lateness • Swearing • Rudeness • Failure to follow instructions	• Discussion • Apology • Correct behaviour • Record on daily log
Level 2 Houseparent	• Repeated Level 1 incidents • Disturbing others at night • Rudeness to staff • Out of Bounds • Public Displays of Affection • Non-attendance at meals • Deception and Lying • Repeated lateness • Alcohol, Vaping and Smoking. • Leaving campus without permission • Found in room of opposite gender	• Meeting with Houseparent • Loss of free time • Gating • Email to parents • Community service • Confiscation of devices • Early morning report • Internal house suspension

Level 3 Deputy Head	• Repeated Level 1-2 incidents • Use of Drugs • Prohibited Items • Damage to Property • EDI Incident • Serious Incident	• Involvement with parent • Detention • Community Service • Gating • Suspension • Boarding Probation • Involvement of Agencies
Level 4 Head	• One Off Serious Incident • Repeated Level 3 incidents • Failure to meet Boarding Probation • Referral from Deputy Head	• Headmaster Review • Meeting with parent • Suspension • Expulsion

19. FEEDBACK & COMPLAINTS

Feedback

In every boarding house, pupils can bring suggestions or complaints to the attention of the house parents' or the Boarding Council. All suggestions will be considered and discussed respectfully. Suggestions are seen as positive opportunities for improvement; no pupil will ever be penalised or criticized for making suggestions or complaints about any matter.

Complaints

The school's complaints procedure is available in hard copy to all pupils in the houses and is publicly available on the school website.

For boarding matters, complaints or concerns should be raised in the first instance, with the houseparent who are always willing to listen to feedback, suggestions for improvement and concerns.

If a parent or pupil feels this does not resolve their concerns, complaints can be passed to the Head of Boarding.

A written record will be held as per the requirements of NMS and the school complaints policy.

20. INDUCTION

New boarders and boarders moving to a new house follow an induction programme at the start of each academic year or when they arrive. An Induction form is given to each new boarder and is used to ensure all topics are covered.

Topics include:

- General life in boarding
- Safeguarding
- How to contact an adult
- How to raise a complaint
- Kitchen and Laundry including health and safety
- Fire drill procedures
- Spiritual needs
- Role of the House council

21. ANTI-BULLYING

Bullying

Bullying is a form of anti-social behaviour; it is wrong and it will not be tolerated. As such, any bullying complaints will be dealt with firmly, fairly and promptly. Boarding follows the Windermere School Anti Bullying Policy which is available on the school website

Online Bullying

Boarding follows the Windermere School Acceptable Use Policy (AUP) which is available on the school website. Online bullying is not acceptable at Windermere School and includes examples such as:

- Sending threatening or abusive text messages
- Creating and sharing embarrassing images or videos
- 'Trolling' - the sending of menacing or upsetting messages on social networks, chat rooms or online games
- Excluding others from online games, activities or friendship groups
- Setting up hate sites or groups
- Sending explicit messages, also known as sexting
- Pressuring children into sending sexual images or engaging in sexual conversations.

What to do if you are bullied

If you are being bullied, do not keep this to yourself. Share what has happened with a trusted adult so the situation can be resolved. You should talk to whoever you feel most comfortable in reporting this to. This could include:

- Your Houseparent or Assistant Houseparent
- Matron
- A Boarding Tutor
- Mrs Brown, Head of Safeguarding & Wellbeing

22. DIVERSITY & INCLUSION

Our boarding houses are a wonderful diverse community of different beliefs, backgrounds and cultures. Individuals are encouraged to recognise the benefits this brings to enriching the life of the school.

Members of the community value each other, respect individuality and treat one another fairly and with kindness.

The boarding houses do not discriminate on the grounds of protected characteristics which are defined in the Equality Act (2010).

These include

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership

- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Spiritual Provision

The school is not a religious establishment and accepts pupils of all faiths and none. The houses will discuss pupils spiritual and religious observances at induction, should the pupil wish to enter into such a discussion.

We make every effort to provide support to pupils, such as enabling them to observe religious festivals, eat according to their religious doctrines and attend appropriate places of worship.

At no time will pupils of one faith be expected to attend religious ceremonies from another faith in contravention of their beliefs. Every pupil's belief will be respected and valued by the school and there will be no religious discrimination against pupil under any circumstances.

23. TECHNOLOGY

Mobile Phones and Devices

We define 'devices' as any item that can be used to access the internet. This ever-growing list includes mobile phones, laptops, I-pads, 'dongles', Game Console, Desk top computers, Smart Watches and Routers.

The school recognises both the benefits and the challenges presented by modern technology for the education of students. The school has an Online Safety Policy available on the school website and in school and all pupils are expected to read the 'Acceptable Use Policy' annually and sign a declaration confirming that this has been accepted by the pupil. The existence of digital equipment in any environment raises issues of security and personal responsibility, not only in terms of its appropriate use but also for its safe keeping. In this context the school does not accept responsibility for, nor is it insured against the theft, loss or damage of any pupil's personal property, including electronic devices.

The school has a separate mobile phone policy which operates during the school day.

After school, in the boarding house, mobile phones are used to the houseparent discretion and use is monitored. In Langdale boarders must hand in all devices before bedtime. Mobile phones are not permitted in the Dining Room.

Online Safety and use of VPN

Windermere School has an Acceptable Use Policy (AUP) which is available on the school website. As part of this, WI-FI is filtered and monitored in line with our duty to protect pupils from harm and to prevent access to inappropriate content. A report is sent to the DSL of any concerns identified in this monitoring. Pupils at Windermere School are education on how to use the Internet safely. We do not allow boarders to use a private VPN as in doing so, they are able to avoid the monitoring and filtering systems.

Devices and Sleep

A study by Digital Awareness UK explored the use of mobile devices overnight and the impact this has on the health and wellbeing of teenagers. The survey found 45% of pupils checked their mobile device after going to bed. Pupils reported to the survey that they are often exhausted due to their mobile devices flashing, buzzing and pinging throughout the night telling them what they've been tagged in, invited to or who's messaged them. In line with most other boarding schools, we will therefore expect lower school pupils to hand in their devices overnight to ensure they are well rested for their studies the following day.

24. ACADEMIC SUPPORT

The boarding houses are predominantly boarding pupils' homes whilst in the school. However, the houses play a pivotal role in the academic achievement of pupils. In all houses students spend time with academic tutors and teachers on a daily basis. Tutors are primarily in the houses to build constructive relationships with their pupils. This may be through trips, social activities, and / or academic mentoring and additional, informal tutoring sessions.

In particular, the Sixth Form students benefit from more formalised, planned academic sessions on week nights to support their studies in the International Baccalaureate. These sessions however are not simply additional lessons but are meant to inspire and extend pupils enjoyment of their subjects and learning in general.

Pupils' personal tutors regularly visit their pupils houses to observe their home working environment and gain a sense of how they function outside the classroom; this can be of great help to improve the efficiency of a pupil's work and to offer pastoral support.

Academic Responsibilities

Every pupil has the potential to succeed in their academic work. At Windermere we promote enjoyment of learning and individual pathways that give pupils a greater chance of succeeding in their chosen careers and the satisfaction and fulfilment that comes from success. Teachers are sources of inspiration and are here to help every pupil.

We also encourage pupils to support their peers with their work and help to create a supportive, encouraging and stimulating environment that creates a genuine and thriving learning community. Every pupil is expected to work hard and give of their best and to 'opt in, not out' of activities, learning and the wider community.

25. ENRICHMENT

Windermere School is a wonderful place to spend time in with a range of facilities for pupils to use, these include:

- Study Areas
- Social and TV Lounge
- A Kitchen area for making snacks and drinks
- Pool Tables, Books and Games.
- Outdoor garden space
- Gym
- Tennis Courts
- Astro pitch
- Indoor Sports Hall
- Beautiful grounds for walking

Windermere School Clubs

Windermere School offers an excellent range of clubs and activities after school. A full list is published each term. Boarders must attend an activity after school each day or attend prep in the boarding house.

External Clubs

Some boarders choose to attend an external club in the local community. This requires both parental permission and a risk assessment completed by the Houseparent.

Weekend Activities

The boarding houses offer a range of activities and events throughout the year. These range from social and cultural activities such as ten-pin bowling; ice skating, theatre and cinema trips, museums and galleries trips, sporting events and shopping. The cost of such trips can be put on the school bill although personal expenses should be covered by individual boarders. All activities and trips are supervised by members of the teaching staff and/or the boarding community. There are some weekend sports opportunities available for those who prefer to remain on site.

If a commitment has been made to any weekly or weekend activity, there must be a good reason for non-attendance and the information should be communicated formally to the appropriate teacher or houseparent.

26. SAFETY & SECURITY

Windermere School offers a safe and secure place for boarders to be. Our measures include:

Duty Staff

There is always a member of staff on duty 24 hrs/day in boarding that can help and support pupils. All staff live in private flats which pupils are not permitted to enter. All staff who work in boarding have undergone a DBS, check and receive training in looking after boarders. A senior member of staff is always available to support boarding staff if required.

CCTV

CCTV is in operation around the school site and in appropriate places within the boarding houses communal area and stairwells. Houseparents' have access to live footage. Stored footage can be viewed via the General Services Manager, Mr Nevil Jeffery or the Network Manager. This will be subject to GDPR and Data Protection policy and only stored if required on SIMS. Stored footage can only be viewed for safeguarding or behavioural issues.

Security

Pupil entrances have coded locks and key codes for security doors into and out of the house. Codes are changed regularly.

External doors must always be closed securely not left on the latch, or propped open. Pupils are instructed not to give the code combination to any other individuals from outside their own house. Sixth form students are encouraged not to share the security codes to their flats. All external doors are locked and alarmed overnight.

Alarms

The duty member of staff sets the alarm at the end of the evening and deactivates it first thing in the morning.

Vigilance

The safety of pupils is ultimately ensured by the vigilance of the whole community. On boarding duties, the priority for all tutors and staff is the supervision and safety of pupils.

Co-Educational Boarding

Our boarding houses are home to both male and female pupils. The houses are arranged so that rooms/flats occupied by males and females are in different areas. To ensure that pupils are not coerced into unwanted or inappropriate behaviour no male pupils may enter flats of female pupils or vice versa. There are no exceptions to this rule. Co-educational social and common areas are available in the house.

Hazardous Items

The boarding rules section of the handbook outlines what items are not acceptable in boarding. All other electrical items are PAT tested. If House staff see any prohibited or out of place items they will be removed immediately and stored safely until the end of term where they will be returned to either parents or guardians, but not directly to students.

PAT Testing

All electrical equipment brought into house must be tested centrally to ensure that items comply with standard safety regulations. This testing is organised by the Maintenance Team and takes place each September. Any new electrical items brought in subsequently must be handed initially to the Houseparent for testing.

Health and Safety

Health and Safety issues is a standard agenda item during the weekly boarding meeting. All members of boarding staff are asked to report any concerns immediately. The boarding houses have risk assessments in place to ensure the safety of boarding pupils. In addition to this:

- House staff make regular checks of critical areas for items such as trailing wires, window blocks, fire extinguishers and adaptor plugs.
- All medication is kept in accordance to the Medical Policy.
- A First Aid kit and inhaler is easily accessible in each boarding house.
- A defibrillator is available in the main office and sports centre and staff trained in their use.
- External Health and Safety visits by the Facility Manager take place on a regular basis.

27. ROLL CALL

The boarding houses register boarders at regular points throughout day, ensuring the Houseparent has 'eyes on' contact to ensure pupils are safe and well.

Times of the day are:

- Before School - 8:00
- After School - 16:20 in house or at afterschool activity
- Evening - 18:45
- Lights out / Lockup, prior to the alarm being set.

In addition, pupils are registered at school reflection (08.30), during the school day (13.55) and at the start of each lesson. Registers are also completed during evening activities.

All registrations are face-to-face.

Boarding House access during the school day

Langdale and Westmorland common rooms are used during some break and lunch times as social areas for day and boarding pupils.

Otherwise, boarders are not allowed to return to their rooms during the school day unless they have been specifically directed to do so by the Nurse or their Houseparent.

Sixth Formers should use the Sixth Form Study Centre for study periods. Special plans are put in place during exams.

Visitors to the Boarding House

Any visitor to the boarding house must immediately report to the Houseparent on arrival and sign the Visitors Log on arrival and departure. All visitors must be accompanied at all times and must not be left unattended. All visitors must use the designated staff/visitor toilet. As an exception to this rule, additional supervision is put in place at the start and end of terms to allow families to collect belongings and help settle their son or daughter into their room.

Visiting another Boarding House

No pupil may visit another boarding House without the permission of their Houseparent and the agreement of the member of staff on duty in the destination House. The pupil must report directly on arrival and sign in to the house in the visitors' book.

28. OFF-SITE LEAVE

Leaving the school site

Leaving the school site requires the permission of the Houseparent who will risk assess the activity and use their discretion in allowing the visit.

Westmorland (Years 12-13)

During the week, years 12-13 are permitted to visit the SPAR garage or Choices Gym in Troutbeck Bridge after 8pm. During the weekend, Westmorland Boarders are permitted to have local leave and overnight leave with the permission of a Houseparent. Guidance on each of these categories is below.

Langland (Years 7-11)

Off-site leave is not permitted during the week. Lower school boarders may have local leave on a Saturday afternoon, during a quiet weekend at the Houseparents' discretion or overnight leave during the weekend. Exceptional circumstances are to the discretion of the Houseparent. Guidance on each of these categories are below.

Troutbeck Bridge eg. SPAR/Choice Gym

- Requires Houseparent permission
- Lower school boarders must be in a small group of 3 or more
- Use a torch and high visibility jacket on Sun Hill from dusk
- Take great care when crossing Ambleside Road and pay particular care to vehicles entering or leaving the school site
- Pupils must sign in and sign out

Local Area eg. Windermere/Bowness/Kendal

- Requires Houseparent permission
- Lower school boarders must be in small groups of 3 or more
- No student may walk along Patterdale Road to go to Windermere at any time
- Pupils should use the path through St Katherine's Woods in daylight and use a taxi after dusk
- No pupil may go to Miller Ground

- No pupil under 18 may enter any public house, off-licence or betting shop
- Sixth Form students may sign out to a designated venue for a set period of time, such as for a meal. Those over 18 can consume up to two alcoholic drinks (beer or wine)
- Pupils under 18 cannot consume alcohol, under any circumstances.
- Pupils must sign in and sign out

Overnight Leave

Boarding pupils may wish to go home or stay overnight with friends at the weekend. For this to be permitted the Houseparent needs to have received written consent (normally email) from both the parents/guardian and the hosting family. The email should include the following details:

- Where the pupil is going and with whom?
- When is the pupil leaving (date and time)?
- By what means are they getting there?
- When will the pupil be returning (date and time)?
- By what means will they be returning?
- Contact addresses and telephone numbers of the place they are staying

Pupils play a pivotal role in organising weekend leave and are expected to seek permission from the Houseparent to get an agreement in principle. They must also check with the Houseparent that everything is in place and sign out before leaving. To avoid disappointment this process needs to be completed at least 24 hours in advance of the time the pupil wishes to leave site.

When permission is granted, it is an expectation that parents have made the necessary checks to authenticate the pupil's request and are assuming responsibility for their child. The Houseparent will be granting permission on this understanding and will presume that these reasonable parental responsibilities have been met.

Leave during the week

The school provides a very full programme of activities for boarding pupils during the week, leaving little free time. Weekly leave can therefore only be approved in exceptional circumstances with the permission of the Houseparent.

29. GUARDIANS

To ensure we are compliant with National Minimum Standards (NMS) and Windermere School regulations, every boarder must have a named adult they can stay with during school holidays or in the event of a pastoral, boarding or medical emergency. For some children this will be their family home or that of a relative and for others, particularly international boarders this may be a Guardian who is employed for this purpose.

Due to the nature of this role, the Guardian must live within a reasonable travelling distance of the school and should be available at short notice.

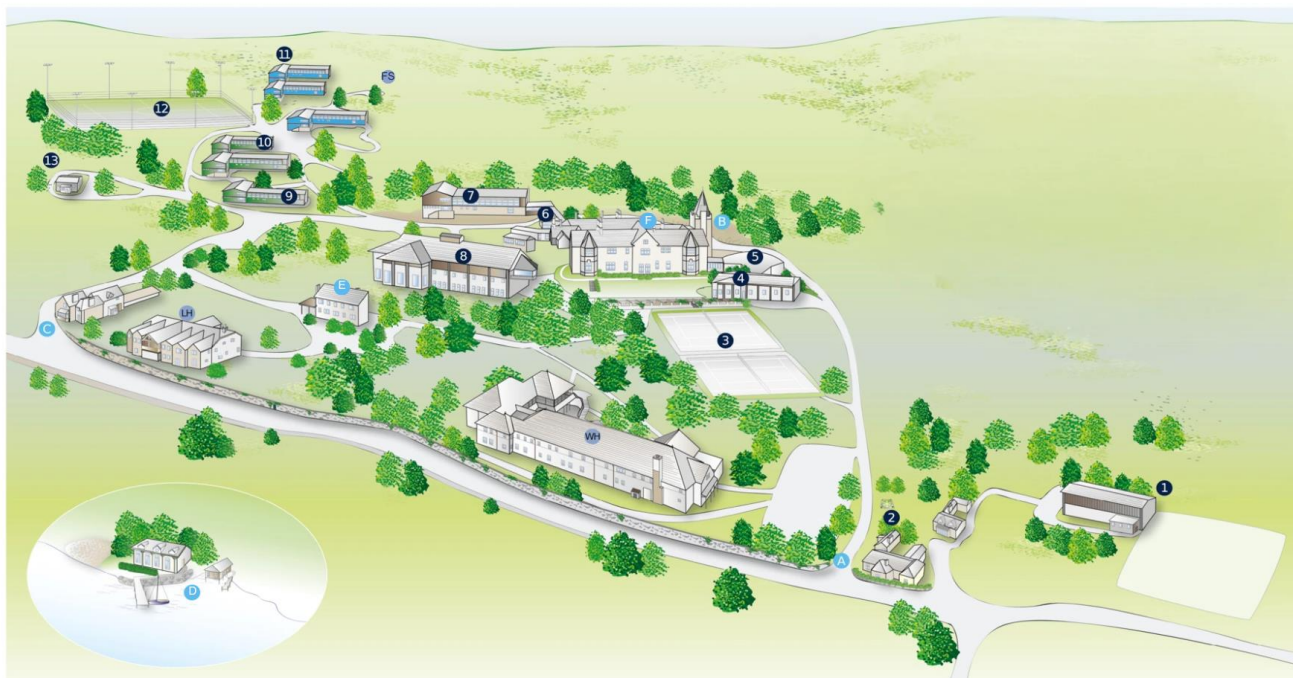
Recent legislation requires the school to check that each boarding pupil has a named Guardian and confirm that the arrangements are suitable and safe.

Families must inform the Houseparent who the Guardian is for their son or daughter, at the start of the academic year.

30. MAP OF THE SCHOOL

WINDERMERE SCHOOL MAP

- | | | | |
|--|---|---|---|
| <p>A Main Entrance</p> <p>B Browhead:</p> <ul style="list-style-type: none"> • Reception • Visitors' Parking • School offices • Library & ICT <p>C Exit</p> <p>D Hodge Howe</p> <p>E Pre-Prep
(Pre-School - Year 2)</p> | <p>F Prep School
(Years 3 - 6)</p> <p>LH Langdale House
(Boys & Girls Boarding years 3 -11)</p> <p>WH Westmorland House
(Sixth Form Boarding)</p> <p>FS Forest School</p> | <p>1 Sports Hall & Sports Field</p> <p>2 Art Block</p> <p>3 Hard Courts</p> <p>4 Learning Support, Drama and English as an Additional Language</p> <p>5 Crampton Hall</p> <p>6 Junior Science Lab & Food and Nutrition</p> <p>7 Science Labs</p> | <p>8 Jenkins Centre</p> <ul style="list-style-type: none"> • Dining Hall • Music Department • Modern Foreign Languages • Sixth Form Study Centre • Dance Studio <p>9 English</p> <p>10 Humanities</p> <p>11 Maths 1 and 2</p> <p>12 Astro Pitch</p> <p>13 Headmaster's House</p> |
|--|---|---|---|



The following areas are out of bounds at all time:

- Staff accommodation
- Science Labs and Stores
- School Kitchens and Stores
- Sports Store
- Boiler and Maintenance rooms
- The Quarry
- The North Lodge maintenance and garden stores.

Pupils are not allowed to use the Astroturf at any time unless they have been given permission by a member of staff.

The Sports Hall and Gym (fixed weights and free weights) and Hodge Howe are out of bounds unless supervised by staff.

31. FIRE PROCEDURES

Induction

There is a Fire Safety briefing for all boarders at the start of the year and a fire drill carried out each term. New boarders who join mid-year will receive an individual safety briefing. Tutors and visiting staff have procedure explained to them and the fire exits and House assembly points are made known. Fire notices are displayed in House. Fire procedures are practised regularly with drills carried out a term. Once a year a drill must be during bedtime hours.

Fire Marshals

The most senior member of staff on duty in the Boarding House is considered the Fire Marshal and is expected to lead on Fire Procedures should the alarm sound. This will normally be the Houseparent or Assistant Houseparent on duty.

What to do if the alarm is activated

- Boarders are expected to evacuate to the muster point, boarding staff should oversee that the evacuation is calm. Any persons with disabilities should be assisted to evacuate
- The Fire Marshal should go to the fire panel to identify the zone, they should go to this zone and see which sensor has been activated (the relevant sensor will be lit green or red). The Fire Marshall should use this information to ascertain if the fire is a false alarm or real.
- If found to be a real fire, the Fire Brigade must be called.
- If found to be a false alarm, the Fire Marshall attend the muster point. When all pupils have been accounted for, the Fire Marshall can give authorisation for persons to return to the building and then turn the alarm off.
- The Fire Marshal should send a report to Richard Hennah for all alarm activations.

Muster Points

Daytime (08:00- 22.00)

Tennis Courts

Overnight (22.00 - 08.00)

Westmorland House: Sixth Form car park in front of House.

Langdale: Bus car park to the side of the house

32. LOCKDOWN (SHELTER IN PLACE)

An attack or terrorist incident is highly unlikely. However, if required, the following guidance is given.

- Remain in the building you are in at the time the alarm is triggered.
- Lock external doors, turn off lights and close blinds and curtains.
- Go to a safe space, ideally a place that can be locked and without windows.
- Be aware of your exits, try not to get trapped
- Put your mobile phone on silent and keep silent until the all clear.
- Pupils will remain in their respective building until they are notified of the all clear. If possible, a register will be taken on SIMS by the most senior member of staff in the relevant building at the time.
- If gunfire is heard in your building, general advice is to run if possible or if not, hide and tell.

