
West Hill Park School

Boarding House

Information Handbook for Parents and Boarders



Titchfield Hampshire PO14 4BS
www.westhillpark.com

Statement of Boarding Principals and Practice at West Hill Park

Boarding Ethos

Boarding education at West Hill Park School will provide a safe, caring, supportive home from home environment in which each child can develop the confidence and self assurance to achieve his or her full potential.

Boarding Practice

The school aims to:

- 1) Ensure an extremely close partnership between House Parent, Matron, child, parent and school;
- 2) Provide either full boarding with a complete programme caring for the children at weekends, or flexible part-time boarding to suit the needs of parent and child;
- 3) Ensure that each child's boarding experience, whether full or part-time, is a positive and happy one;
- 4) Instil a strong sense of community.

Boarding Policy

To achieve these aims the school will ensure that:

- 1) Children are valued as individuals and their strengths and weaknesses are considered, understood and appreciated;
- 2) The school's relationship with parents is highly valued;
- 3) The school employs sufficient professional boarding members of staff who are resident and provide a well-balanced pastoral care structure;
- 4) Issues arising in Chat Time discussions are considered seriously and, where appropriate, acted upon;
- 5) Medical care is provided 24 hours a day by the School Nurse or Matrons, supported regularly by the school doctor and her local practice. There is access to the local minor injuries unit and to the district hospitals of Portsmouth or Southampton;
- 6) Child protection procedures, anti-bullying protocols and complaint procedures are known to staff, parents, and children and are updated and revisited regularly;
- 7) Regular reporting of each child's progress is made between school, boarding house and home, and any matters of concern are raised at the earliest opportunity;
- 8) Overseas children have a guardian, preferably in the local area, with whom the Houseparent can liaise regularly regarding welfare issues.

Welcome

Starting out as a Boarder is exciting but it can also be a daunting experience for you and your children. The House Parents, Matrons, gap students and children have worked together to write this guide to boarding at West Hill Park in order to make this step as easy as possible for all involved.

We hope you will find it helpful but please ask if you do not find the answer to any of your questions here. Your question may help us to improve the guide further in the future.

Useful Contact Numbers

Mr John Bond	House Parents	01329 840413 j.bond@westhillpark.com m.goodwin@westhillpark.com
Mrs Lesley Johnson	School Nurse	01329 840417 l.johnson@westhillpark.com
Miss Mel Dyer	Senior Matron	01329 840420 m.dyer@westhillpark.com
Domi Guillot-Long	House Tutor	d.guillot-long@westhillpark.com

Contents

The following pages of this handbook provide a guide for parents and children experiencing their first night in the Boarding House. They have been organised as an alphabetical reference guide.

The Boarding Alphabet

Arriving at your new home

On arrival to school you will meet with the House Parents, and Matrons who will show you to your dorm, help you unpack your belongings and check that everything is named. You will be introduced to your mentor who will show you the ropes and will, I am sure, help make your settling in to boarding life easier than you might have expected.

Boarders should arrive between 7:00pm and 7:30pm at the beginning of term and at the end of Exeat weekends and half terms. There will not be an evening meal therefore Boarders should arrive having had their supper. If this causes a significant problem please let the House Parents know in advance. Those who prefer to can arrange with the House Parents to return on the first morning of school. In this instance Boarders should be dressed ready to start the school day and return in good time for registration.

Absences

If a boarder needs to be out of school for any reason, parents should contact the House Parents, in writing or by email wherever possible, and the necessary arrangements will be made. A copy will be made to Matron if the absence is due to a medical issue.

Activity Weekends

All full time boarders are actively encouraged to stay at school for these weekends; they are strategically placed during each half term and help our full boarders settle back into boarding after a school holiday or provide opportunities for the boarding family to bond and enjoy some time together. They are an excellent but gentle introduction to life in a senior boarding house. A full program of activities is laid on by the house staff and there are often opportunities for boarders to invite day pupils in to stay.

Anti Bullying Policy

The school has an anti-bullying policy available on the website and children are reminded of its contents routinely at the beginning of the school year and as and when the need arises. House Parents or Matron will follow up any issues raised at school during the Boarding House Chat Time. Information leaflets for parents and pupils are available from the school office.

Batteries

Batteries of all shapes and sizes for torches, music players and cameras etc. are available from the House Parents. Please do not be tempted to use batteries from items belonging to others, including the boarding house television or remote controls!

Bedtimes

Bedtimes are formulated according to age and vary slightly in the summer and winter terms. Bedtime routine includes: handing in laundry, tooth brushing, showering and reading before lights out. This allows a period of calm before Boarders are expected to go to sleep.

Birthdays

Boarders have the opportunity to have a birthday cake at their party supper. These must be ordered a week in advance and the cost will be added to your bill. If a birthday falls in the holiday, you may have a cake during the term before or the term after, if you prefer. The House Parents are very happy to look after cards and presents and ensure these are delivered on the correct day. Parents are of course welcome to visit with cards and presents etc.

Chat Time

This is a special time set aside for the Boarders when House Parents, Matrons and the Boarding staff will meet with all the Boarders, listen to their views, discuss any issues arising, and explain any arrangements specific to the Boarding House. Boarding staff offer an open door policy where they will provide support to Boarders at any time but Chat Time offers a more formal forum for them to express any concerns

they may have. Minutes from the previous weeks Chat Time are displayed on the boarder's notice board.

Child Protection/Safeguarding

All staff are trained and regularly updated in the implementation of the school's Safeguarding Policy.

This policy document is available at all times from the school office or on the website. Mrs Karen Ramsay is our designated Safeguarding Officer supported by Mr Ramsay and our School Nurse Lesley Johnson, who is trained and very experienced. Dr Susie Wade West is the Governor with the responsibility for Safeguarding.

Clothing Requirements

Wherever possible, we are happy to look after all clothing requirements of the overseas children, using the second hand shop or new uniform shop at school. Clothing requirements are laid out in the form of a clothing list at the end of this handbook. The list has been carefully planned to ensure that all boarders have enough clothes to cope with a full school programme as well as no more than three changes of home clothes for the weekends. It is not necessary to send extra clothes to school. All clothing brought to school, including home clothes, must be clearly named with a sewn in name tape. The House staff will name unmarked items but a charge of 50p per item will be added to your bill. **Please provide matron with 50 spare name labels.**

Communication

The school calendar is the main source of information as are regular notices and newsletters. However, our happy caring home is based on the closest partnerships between the child, home and the House Parents. We consider our relationship with you extremely valuable. Please do not hesitate to telephone or call in for a chat, should you wish to do so. Our kettle is always on! Please inform the House Parents of any dates you feel are special to you and your family. If you would like your child to receive a telephone call on a regular basis, please arrange a time that is convenient to you both. Calls should be made to your child's mobile or alternatively the matrons' sitting room number 01329 840420.

Complaints

The school welcomes constructive comment and encourages you to discuss issues with the appropriate member of staff, House Parent or the Headmaster. Should you have a more serious complaint, the school does have a formal, documented, complaints procedure which is available from the school office or on the school website. The children are taught how to make a complaint and are constantly reassured that there are many people at school who could help them if they have a problem.

Conduct

West Hill Park and our Boarding House strive to be a co-operative community where discipline is not overbearing and children do not live in fear or with humiliation. Rules are kept to a minimum and are based around thought for others and the safety of all. The Boarding House has a separate rewards and sanction system which operates independently of the academic area of school.

Contacting House Parents

You can contact the House Parents by phone directly 01329 840413 or email Mr Bond on j.bond@westhillpark.com . Pupils may use the internal phones and dial 413.

Contacting Matron

A boarder may ring the matron's bell at any time of the day (or night) to ask for help or support. The board outside the surgery will show where Matron is at any time of the day or will give instructions on how to contact her. Matron's direct telephone number is 01329 840420

Contacting Academic Staff

It is useful if the House Parents are also informed of any academic worries so that they are in a position to support your child. You can of course contact a member of staff directly as explained in the Parents' Handbook.

Computers

There are two computers in the Boarders' Den with supervised internet access and when necessary 36 computers in the school computer suite. Year 8 s may bring in their laptops from home which will be handed into the House staff for safe keeping when not in use. There are rules and a contract for each Year 8 Boarder to sign prior to use of their own computer in the Boarding House.

Dentist

Boarders should be registered at a dentist near home where all routine appointments should be made during the school holiday. Matron is able to arrange any emergency dental treatment with a local NHS dentist but there may be a charge for this. Parents are always notified of these arrangements.

Dietary Requirements

Special diets can be catered for. Please discuss this with Matron who will make the necessary arrangement with the catering staff. The school endeavours to provide a well-balanced menu, a copy of which is displayed outside the Dining Room.

Doctor

The school doctor is based at the Jubilee Surgery in Titchfield, two minutes away from school. All full Boarders may be registered at this surgery. Children are able to visit other doctors during the holidays but this must be arranged using a temporary resident form. The doctor holds a weekly surgery at school. The School Nurse or Matron can arrange for the children to see the doctor as they think necessary. Do telephone the school nurse if you have any worries and would like your child to see the doctor at any time. It is always possible for the nurse to arrange appointments at the surgery at other

times. Parents are most welcome to meet the school doctor. Please contact the school nurse if you would like her to arrange this for you.

Dormitories

Dormitories vary in size and numbers. The House Parents allocate children to their dorms, taking into account age and friendship groups. We encourage all Boarders to transform their dorms into their bedrooms; please feel free to bring in your own little knick-knacks. Photos and posters are a great way of showing us what you like and will help you feel at home. Posters must only be put on to the notice boards and not directly on to the walls in the dorms. **Please do not stick stickers on any of the furniture.**

Electronic Equipment and Hand Held Games

Personal electronic equipment including Ipods and hand held games are permitted in the Boarding House and must be clearly marked with the owner's name. If these are brought in un-named, the House Staff will name them in permanent marker pen or with a name tape. When not in use, these items must be locked in the cupboard for safekeeping.

Evening Routine

The House Parents, House Staff, Matrons and Gap Students, look after the Boarders. You may play all kinds of games, sit and read or chat or just chill and watch television. You may also enjoy a supervised play session in the Sports Hall or, during the summer, out of doors. Another favourite is the House Fun Night, which takes place weekly on a Wednesday. DVD and Tuck Nights, are very popular too. There is always a member of the House Staff and a member of the Academic Staff, available to assist with unfinished prep, extra reading etc. during study time

Exeat Weekends

Exeat weekend dates and times are published in the school calendar. Boarders are free to leave at the time stated and should return the night before school starts, this is usually on a Sunday evening between 7:00pm and 7:30pm. Please note school does not provide supper for Boarders returning after exeats or half term. Those who prefer to return on the first morning of school should be dressed ready to start the school day and return in good time for registration. It is possible to arrange escorted rail travel for your child. Please contact the house parent to make arrangements.

Fire

The house is equipped with smoke detectors; break glass alarm sound facilities and emergency lighting. We hold at least two fire drills each term which are taken very seriously. All Boarders and Staff will be made aware of all fire routes and exits from the building when they join the school. All Boarders and Staff are expected to abide by the rules.

Flexi-boarding

We welcome flexi-boarders. They should bring in to school an overnight bag consisting of: pyjamas, dressing gown, slippers, wash bag, towel and not forgetting teddy! They will be expected to follow the boarders' evening routine while in the Boarding House. 24 hours notice should be given for the cancellation of flexi boarding. Failure to do so may result in a charge.

Getting up

You will be woken by the duty House Staff on school days at 07.15am. You will be expected to make your bed as well as tidy your room before doing music practice at 07..30 or going to the boarders den. Breakfast is served at 07.50. After breakfast the House Staff supervise teeth cleaning, check your appearance, ensure all items needed for school have been collected. On a Sunday the boarders are woken after a lie-in at 8:30am.

Guardians

All overseas children are expected to have a guardian in this country before they arrive. We are unable to arrange this for you but would be willing to offer advice if you felt it necessary.

Hair Cuts

All children should return to school at the start of term having had a sensible, smart hair cut. This is sometimes necessary during half term too! However, it is possible for boarders to have their hair cut at a local salon if necessary. The House Parents will contact you if we feel your child needs a hair cut during term time.

Half Term

Half term dates and times are published in the school calendar. You are free to leave at the time stated and should return to school the night before school starts between 7:00pm and 7:30pm. Boarders do not need to take home all their belongings at half term. Please note school does not provide supper for Boarders returning after exeats or half term. Those who prefer to return on the first morning of school should have informed the House Parents and be dressed ready to start the school day and return in good time for registration.

Head Lice

All boarders are checked regularly for head lice and must have their own named nit comb. If a boarder is found to have head lice, parents will be notified and all boarders will be treated accordingly.

Home Sickness

It is very possible that you will, at some time during your stay, feel homesick. Do not worry, this is quite normal and has been experienced by many Boarders before you. Please do try to talk to someone. A problem shared is a problem halved; and you will feel much better if you can talk about it.

Hospital Appointments

Boarders occasionally need to attend hospital appointments during term time. The House staff are happy to make these for you and will accompany the child as necessary. Please inform the school nurse if you take your child for appointments during the holidays as it is vital that school medical records are kept up to date at school.

Hygiene

You will shower at least once a day using soap or shower gel. Your nails are checked and clipped or cut as necessary; our monitoring of this varies according to age and reliability. You should wash your hair regularly and brush your teeth every morning after breakfast and every evening before bedtime – this is not optional!

Internet

The School Internet is available both during the week and at weekends. There is a computer suite in the school with 36 computers, which are all connected to the internet as well as 2 computers in the Boarders' Den. Should you need to use the internet or computers for homework or to email home at other times, special permission can be given.

Laundry

The school has its own laundry facility. A clothing list is produced each term and it helps us greatly if you adhere to it. Failing to do so will result in you having no clean clothes! The list has been carefully planned to ensure that all boarders have enough clothes to cope with a full school programme as well as enough home clothes for the weekends. It is each boarder's responsibility to hand in their dirty laundry. A schedule for washing boarders games kit is displayed in the changing rooms and matrons will remind boarders when to hand in uniform and other items. All towels and bedding are washed at least once a week.

Letter Writing

All children love to receive letters from their family so please write as frequently as you can.

Lights out

Lights out means lights out and no talking!

Lost Property

The rule is 'name it, or lose it'. Generally, all named items find their way back to their owners. Items that are unnamed rarely do so! Please make sure all belongings are clearly named before they come to school.

Matches

Parents are encouraged to attend school matches and enjoy match teas afterwards. Details of these are in the school calendar and team lists are published before each match. Boarders are encouraged to telephone and let parents know when they are playing in a match. The House Parents attend as many matches as possible when Boarders are playing.

Matron

We are determined that pastoral care at West Hill Park should be of a very high standard. The school has a Nurse, responsible for the general health of all boarders, giving cover while on duty. We also have two resident Matrons which allows us to provide 24 hour cover at all times. During term time, parents can contact the school nurse between 9.00am and 4.30pm each day by telephoning the Surgery's direct line on 01329 840417. In her absence the duty matron can be contacted on the same number. Boarders can contact matron at any time by ringing matron's bell. The board outside the Surgery shows where Matron is at all times; Boarders should check this board before ringing the bell.

Medication

You are not permitted to hold your own medication, on arrival at school, all medication brought from home must be handed to the School Nurse or Matron on duty immediately. The surgery is open all day until bedtime. The Matron on duty is always on call 24 hours a day.

Mobile Phones

Boarders are allowed mobile telephones; these should be clearly named. Mobiles can be collected after prep or activities on weekdays, after commitments on Saturdays and after breakfast on Sunday. All mobile telephones are to be turned off at meal times. Mobile telephones are to be turned off and handed to the House staff before showering for bed. The school accepts no responsibility for mobile telephones. You will be given a set of mobile phone rules and a mobile phone users' contract to sign when you have understood the rules.

Music Practice

Music practice takes place before breakfast. Boarders practice for 20 minutes each morning and are supervised by boarding staff. Extra music practice is arranged for those of you learning two instruments.

Naming

All clothing and personal possessions must be named, preferably with a sewn in nametape. A supply of nametapes should be sent to Matron at the beginning of each term. It is very important that footwear is well named with a nametape sewn through the eyelet. School cannot be responsible for the loss of unnamed items. Matron will help with naming but will charge 50pence an item.

Outside Interests

If you have an outside interest such as Brownies, Guides, football, rugby, swimming etc. we will be very happy to escort you to local clubs. Please do talk to the House Parents who will be happy to arrange this for you.

Overseas Children

If you are travelling from overseas, under normal circumstances your guardian should meet and accompany you back to school. However, you may at times, be collected from the airport by House staff or a local taxi company. Travel arrangements for boarders should always be made in writing to the House Parents as this will save confusion with flight numbers etc. Please do this well in advance of any travel plans. It is the responsibility of the parents to organise visas and renew out-of-date passports.

Packing List

The clothes list doubles as a packing list. Please fill it in and enclose it in your child's suitcase or trunk at the beginning of term. We will do likewise at the end of the spring and summer terms. All clothing will be sent home for renewal at the end of the summer term. Matron will notify you if she thinks an item needs replacing sooner.

Pocket Money

Each Boarder is given the same amount of pocket money at the beginning of each term (£20) and the amount is added to your end of term account. This is held by the House Parents and is handed to the children as and when required. We do not encourage boarders to bring extra pocket money to school.

For security reasons, you are not permitted to carry money in school or keep it in your dorm. All money is to be handed to the House Parents and will be sent home at the end of the term.

Prefects

With the support of the Deputy Head and all staff, the Headmaster makes the appointment of School Prefects from Year 8. Their responsibilities are primarily for support in school.

Pre Prep Boarders

It is possible for children in Pre Prep to board. This will be dependent on their age and maturity and is at the House Parents' discretion.

Reading

You are encouraged to read as much as possible. A reading time of 15 minutes is set aside, before bed, for all Boarders, this serves as an effective support to the English teaching staff as well as a calming down time for the children. All boarders are required to have a novel in their dorm. Younger boarders and those requiring additional support have a reading record card which is completed by the dorms taker each evening.

Shoe Cleaning

School provides shoe cleaning equipment in the Boarding House. You should clean your shoes at least once a week and will be encouraged to do it on a daily basis. If at any time a boarder is spotted with dirty shoes they will be asked to clean them immediately.

Sick Bay

The Sick Bay can accommodate up to three children at one time. It is situated next to the matrons' sitting room within the Boarding House and is used by the School Nurse or Matron who looks after any boarders suffering from minor illnesses. Parents are informed if their child remains in the sick bay for more than 24 hours and are welcome to visit. If there is an extended period of illness children may go home to recover. Overseas Boarders may go to their guardian if they wish.

Staff

The House Parents, Senior Matron and Academic House staff, all live on site or within the Boarding House along with residential Gap Students who also play a big part in boarding life here at West Hill Park. Several other staff, including the Headmaster and his wife also live on the school site.

Surgery

The School Nurse or Matron on duty run a surgery three times a day for those Boarders who take regular medication.

8.00am before school

Lunch time

7.00pm after Supper

The School Nurse or Matron is available at all other times for non routine medical issues.

Teddy

Please don't leave me at home. I will be lonely!!!!

Weekends

Saturday morning school is followed by lunch and sports matches or free time. The evening is usually taken up with tuck and a DVD. Sunday morning is very relaxed and you can lie in until 8.30am. A hearty breakfast gets us started at 9.00am. There is always fun and excitement going on during the day with home based recreational activities or organised excursions (all of which are published in the school calendar). We have a roast dinner every Sunday evening.

Telephones

Boarders can be contacted by telephoning the matron's sitting room on 01329 840420. Parents should use this number when contacting Boarders during the evening if not using their own child's mobile phone number. If children wish to call their parents, they may use their own mobile or the school phone which is situated in the matrons' sitting room. It is polite to request the use of the telephone. Before

making a call boarders must obtain permission from the House Staff, so that we know where the children are at all times.

Tuck

Tuck may be purchased from the tuck shop on Wednesday and Friday evenings and occasionally on other evenings at the House Parents' discretion. Tuck may only be eaten outside, in the sitting rooms or the Den, but not in the dormitories. Any uneaten tuck should be put in your tuck locker for safe keeping. Sanctions are in place for children hiding tuck in the dorms. Year 8s may buy tuck on their shopping trips to the village but they must take care to ensure it is nut free.

Television

Boarders are allowed to watch suitable television programmes on selected evenings with permission from the House Staff. Sky TV is available in the boarders den. Please do ask if you would like to watch a certain programme or a sporting event we have overlooked.

Uniform

A full uniform list follows at the end of this booklet. It would be very helpful to us if you could pack all your Boarder's clothes into one 'Trunk'. This eases storage whilst at school and makes packing to go home much simpler.

***Zzzzzzzz* – Goodnight!**

We are here to help and very much hope that you enjoy your boarding experience. If there are any other areas of confusion or terms you are unsure about please see the House Parents who will help to clarify the situation and update the handbook!

Uniform and Packing Lists

ALL TERMS

Number required	Item	Number packed
1	Trunk or large suitcase clearly marked on the outside	
1	Overnight bag, clearly marked on the outside, for nightclothes	
2	Pairs of pyjamas or nightdresses	
1	Dressing Gown	
1	Sensible pair of slippers	
1	Sponge bag, toothbrush, toothpaste, shower gel, shampoo, deoderant	
1	Hairbrush and/or comb without handle	
2	Flannels, with loops	
3	Towels (Bath size) with loops	
1 (optional)	Travelling rug	
1	White plastic nit comb (named)	
1	Box tissues	
36	Spare woven name tapes to be kept at School	
2	Sets of mufti - shirt, trousers, jumper or equivalent (Overseas children may have more)	
1*	Plain navy blue school coat with loop for hanging	
1*	School Blazer	
1*	Navy boiler suit with loop for hanging	
1*	Lab coat	
2*	School jumpers	
2 (optional)	Sleeveless vests	
1*	House T-shirt	
2	White Polo shirts	
2	Pairs of white elastic top games shorts	
1*	School tracksuit	
2	Pairs of plain white ankle socks	
2	Pairs of Trainers, 1 for indoor, 1 for outdoor use	
1	Pair of black shoes (sensible heels for girls)	
1	Pair of Wellington Boots	
1 (optional)	Pair of Astro shoes	
1*	School swimming costume or trunks	
1*	School swimming hat	

Additional for Boys -

2	Pairs of mid-grey shorts or trousers	
2*	School ties	
5	Pairs of grey socks	
5	Pairs of pants (including 2 pairs Y-fronts for sport)	
2	Pairs of navy elastic top games shorts	

Additional for Girls -

2*	Grey school skirts	
1	Shower cap	
2*	Pink Polo shirts	
5	Pairs of white pants	
2	Pairs of navy elastic top games shorts or navy skorts	

WINTER TERM

2*	Pink/Blue striped games shirts	
1	Pair of shin pads (for Football and Hockey)	
1 (optional)	Pair of gloves	
1	Gum shield (for Rugby and Hockey)	
1	Hockey stick (for Hockey season)	
2*	Pairs of school games socks	
2	Pairs of garters to wear with games socks	

Additional for Boys

1	Pair of football boots (with moulded rubber studs or safety studs)	
3	Grey long sleeved shirts	
2*	Grey games shirts	

Additional for Girls

1	Pair of hockey boots (for Hockey season)	
3	Pink stripe long sleeved blouses	
5	Pairs of long grey socks or grey tights	

SUMMER TERM

1	Tennis racquet	
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Additional for Boys

3*	Grey short sleeve shirts	
1	Cricket box	
1	White cricket shirt - to be worn at matches only	
1*	White long sleeved V-neck pullover - to be worn at matches only	
1	Pair of white trousers for cricket team - to be worn at matches only	
1	Pair of white cricket shoes for 1st XI cricket team and 2nd XI	

Additional for Girls

3*	Pink stripe short sleeved blouses (Uppers, Y8 & Removes, Y7)	
3*	Pink stripe summer dresses (Middles, Y6 - Shell, Y3)	
5	Pairs of short white socks - not trainer socks or knee high	
1	White tennis skirt for tennis team – to be worn at matches only	

* Available from the school shop only

Everything must be clearly named with a sewn in name tag (not in pen or iron on) - see marking instructions.

**If a child wears glasses, please ensure you send two pairs.
Matron will keep hold of the spare pair.**

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