



UT VOCE ITA VITA

EXETER CATHEDRAL SCHOOL

Nursery | Pre-Prep | Prep

Handbook for Boarders

2023-24



1. Welcome!

Welcome to this Handbook for Boarders. We are delighted that you have chosen to board - as a full boarder, a flexi-boarder, or an occasional boarder. Whatever age you are, whether you are a girl or a boy, whatever your personal choices, and however regularly or frequently you board, you are a valued member of our boarding family, and are now part of a long-established tradition of boarding at ECS.

We hope that this Handbook will tell you lots about life in the Boarding House – about what you can expect, about the dos and don'ts, about how to stay safe and happy, and about how we will look after you in the Boarding House. If you have any questions at all - just ask.

Above all else, two rules take priority to ensure the Boarding House stays a happy and thriving place.

1. Always treat others in a manner in which you would like to be treated.

"So in everything, do to others what you would have them do to you." Matthew 7:12

2. Positive attitudes and lots of smiles, even in the face of a challenge.

I hope you enjoy your time in boarding,

Miss Tamsin Bullocke,

Boarding House Parent/Head of Boarding

2. Boarding Principles and Practice, and our Statement of Aims

The boarding house at ECS is an integral part of the School. As such, it embraces and promotes the School's Aims and Habits in all that it does. The School has a policy called *Statement of Boarding Principles and Practice*. This is on display in the Boarding House and is available on request from the School Office.

The School's Aims

Exeter Cathedral School is an Ancient foundation with Traditional values and a Modern approach.

The School seeks to:

- Be a happy and purposeful community where people matter.
- Promote the central importance of the development of character.
- Be a place where children can be children, where learning – in all its forms – is taken seriously, and where each and every child is known and valued as an individual.
- Offer a first-rate all-round educational experience where the focus is on developing the whole child. Our job is to work with families to help our pupils acquire the right habits for life.
- Foster a supportive, purposeful, stimulating and gently-Christian environment, in which the following provision to pupils is recognised as being paramount and held in high regard:

Academic rigour

Exceptional pastoral care and pupil wellbeing

Bright and modern facilities

A broad and exciting range of extra-curricular activities

A high-calibre sporting and wellbeing education

A world-class musical education

An unparalleled musical heritage and history

A sense of spirituality, timelessness, and wonder, borne out of our ancient foundations as a 12th century choir school

Our Values, Habits and Skills

The endorsing and upholding of core values; the modelling and promoting of the right habits; and the acquiring and practising of key skills: this is at the heart of our curriculum (both hidden and explicit), our interactions, our decision-making

The following Habits are explicitly promoted and modelled to, and expected of, our pupils and staff:

The habit of hard work

The habit of honouring your commitments

The habit of having a go and keeping going

The habit of taking part

The habit of listening

The habit of being honest, modest and kind

The habit of looking after other people

The habit of looking after your surroundings

The habit of looking after yourself

3. Who's Who?

- Head of Boarding/Boarding House Parent – Miss Bullocke

Miss Bullocke is the Head of Boarding/Boarding House Parent, Chorister Tutor and Head of Languages. She occupies the lower-ground floor apartment.

- Assistant Boarding House Parent – Mr Ward

Mr Ward covers evening and overnight duties several times a week. You might also see him singing or working in the Cathedral.

- Gap Tutors

At ECS, we are very lucky to have 3 great Gap Tutors who will help supervise the children during the evenings. Above all, they are another port of call in our wide range of enthusiastic boarding staff. In 2023-24 our Gap Tutors are: **Miss Fielder, Miss Newby, and Mr Sramel.**



3. A Typical Boarding House Day

Morning Routine



Wake up!!!

Good morning,
everyone!! 😊



You have 20 minutes to **get dressed**, get your **bags** ready for school, make your **bed** and tidy your **dorm** and your **wardrobe**.

Optional Music Practice Session!

20 Minutes Timer



Let's meet in the hub for announcements, music lessons, and grace.



IT'S
BREAKFAST
TIME



Brush your teeth, grab your bag(s) and meet in the hub!



Evening Routine

AFTER SCHOOL ROUTINE

17:00 Get changed in your own clothes and prep and/or reading time

18:10 Meet in Common Room - Grace (6.00 on Wednesdays)

18:15 Dinner time (Choristers join us - 6.00 on Wednesdays)

18:45 Evening activity (see activity schedule)

19:30 Year 3 bedtime routine

19:40 Junior Music Practice (if required)

Optional junior reading time

20:00 Senior Music Practice (if required)

Optional senior reading time

Bedtime routine for Year 4/5/6*

20:40 Bedtime routine for Year 7/8**



Junior Bedtime

Year 3

19h30 Shower & teeth
19h45 Bed & story
20h00 Lights out

Junior Bedtime

Year 4/5/6

20h00 Hand in devices
Shower & teeth
20h15 Bed & read
20h30 Lights out

Senior Bedtime

Year 7/8

20h40 Hand in devices
Shower & teeth
20h55 Bed & read
21h10 Lights out

4. Trips and outings

We want to make sure that you can take part in a variety of activities - physical, cultural, entertainment etc. We love to trips to parks, the cinema, swimming pools, museums, activities etc – especially at the weekend. If you have any ideas for a boarders’ trip that you think should happen, tell Miss Bullocke or the members of the Boarding Council!



5. Evening activities

Activities take place after supper (ie about 19h00) and will run until the first of the bed-time routines begins (ie 19h30 or 20h00). Typical evening activities include: dodgeball, outdoor sports and games, crafting, board games, challenge nights, pool, table tennis, air hockey, football table, film nights. You may prefer to relax with your friends in the Common Room or the Games Room, or to read, write, make music, contact home etc. Supervised prep also runs from 17h00 – 18h00 and 19h00 – 20h00, giving the on-duty choristers the opportunity to work on their prep in a structured way after their singing commitments and supper.

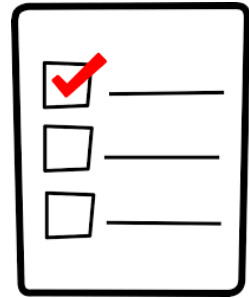


6. Music Practice

We encourage all boarders to do music practice. There are two practice sessions scheduled each day, one optional in the morning and one compulsory in the evening. You can use one of the many pianos whenever you want (not after lights out!).

7. Boarding for the First Time

On the first night that you board you will be given a mini handbook which contains some of the key information you might need to know. Put your name on the front and can keep it so that you can refer to it if you need to. You will also be given an induction (a tour and an explanation of where to go, what to do, how things works etc) by one of the House Staff or by a Senior Boarder. Pay attention because there is a quiz at the end! 😊



8. What to Bring with You

Below is a checklist of items, which you will need if you are a flexi boarder. If you are a full time or weekly boarder, you and your parents will be sent a more detailed list and this list is on our website. Please name ALL of your belongings.

1. Home Clothes.
2. Toiletries; toothpaste, toothbrush, shower gel, shampoo, towel and hairbrush.
3. Pyjamas (along with a dressing gown and slippers if you so wish).
4. Reading Book.
5. Enough clean uniform for the duration of your stay.
6. Your favourite teddy or cuddly toy.

9. Where Will I Sleep?

The boys' dormitories are on the first floor and the girls' dorms are on the second floor. There are 4 boys' dormitories and 5 girls' dormitories and you will be allocated a bed in one of these dormitories according to your age. We try where possible to keep you with your friends and other boarders of the same age.



If you are a full time or weekly boarder you may bring your own duvet cover and pillowcase which can be any colour or design. Please do decorate your dorm with posters, photos or anything personal to make it feel more like home. The dormitory space is a blank

canvas for you, and we will spend time decorating your bed space at the beginning of each term. However, please don't bring in electrical items without asking first.

10. Your privacy

Your privacy is important to us. The Boarding House is your home, and we want you to feel really happy and comfortable here.

During free time/activities, you may spend time in your dorm if you wish, as long as you ask permission from the duty member of staff. If you have a mobile phone or a device, you can use it in your dorm to contact home/friends (eg email, messages, FaceTime, Skype - not social media) but must seek permission from the duty member of staff before doing so.

11. During the Night

If you feel unwell during the night you may press the Call Button on your landing and someone will come to your assistance. If for some reason the button does not work, you can ring the doorbell of the ground floor flat if Miss Bullocke is on duty, or of the top floor flat if Mr Ward is on duty. Do not worry about ringing the bell – we are here to help you at all times. It is important you get a good night's sleep as you need all your energy to be on top form for the next day.



12. Contacting Home

It is important to keep in touch with your family; they will be missing you and will be keen to know how you are getting on. There are a number of ways to contact them:

- Telephone - There is a phone in the Common Room and a phone under the stairs that boarders can use when they want.



- Boarding House Mobile – If you ask permission, you can also use the House Mobile.

- Mobile Phone-Boarders can bring mobile phones to the Boarding House. Phones are taken in at bedtime and are given back after school at 19h00. For children heading home on a given evening, the phone will be handed in to the front office to be collected after school. Same goes for iPads, tablets and similar devices. If you need the internet, you will need to connect to the

Student Wi-Fi. To do that, you will need to ask Miss Bullocke to install Smoothwall on your phone. What is Smoothwall? It is a certificate that will keep you safe online.

- Email – there is a computer in the Prep Room which you can use (with permission) to send emails and messages. Make sure you follow the School's guidelines on internet and ICT use.
- Social Media - Pupils are not permitted to access any social media at School. This includes but is not limited to: Facebook, Instagram, Snapchat, Twitter and Tik Tok. The minimum age requirement/recommendation for most of the above is 13 years. If, exceptionally, the parent of a boarder aged 13 wishes to request that their child be allowed to use social media, permission must be sought in writing from the Headmaster. If such use is permitted it is likely to be heavily restricted in accordance with all applicable rules.

13. What about if I am ill?

If you feel ill (or are injured) during boarding time, you must let the member of staff know. We will make sure you are well looked after.

We can give you some medicine/tablets from the Treatment Room if you need them (you must not keep any medicine at all in your dorm or in your bag). We can also give you any medicine which comes in from home that you may need (for example if you have been to see the doctor or if you have an allergy). Again this is kept in the Treatment Room – only staff are allowed to give you medicine.

If you feel unwell, we might call home to see if they can collect you. Where this is not possible or if you are unwell overnight, we will look after you in the treatment Room. The Treatment Room is a specially-designated room attached to the Boarding House which contains a bed, a shower, a loo, a basin, a pull-cord, a phone, the medication cupboard and fridge. If you need assistance, you can pull the cord and someone will come to see you. If the chord, for some reason, does not work, you can use the phone to call reception/the House mobile. There is a poster in the treatment room explaining how to make a call.



For more information about what happens when you're ill, please read the School's policy *Care of Boarders who are Unwell* (available from the School Office on request).

14. Keeping you safe

Of course, we take the security of the Boarding House extremely seriously. In 2018 a hi-tech security system was installed. The internal access doors require swipe cards to access them at certain times of the day, meaning that no-one who isn't a member of boarding staff can access the House during the School day. After 17h00, the House is open and boarders can come and go as they please. The doors to the boys' and girls' landings have sensors, meaning that an alert is sent to the Boarding mobile if the doors are opened at night. All external doors are locked and alarmed at night. We also have a communication system installed: there are call buttons on each landing, meaning that you can summon a member of staff if you are feeling unwell at night.

Boarders are signed-in when the House opens at 17h00 (at 18h30 at tea if an on-duty chorister) and another register is taken at bed-time. You have a range of spaces and activities available to you, and are asked to let the duty staff know which area of the House you will be in so that we know where you are.

We will have a fire drill (a practice) at least once a term. There are signs up about what to do if you hear the alarm.

15. Sign-out books

Older pupils (Year 7 and Year 8) are allowed to go into town at certain times.



They must sign in and out, always be in groups of three or more, have mobile phones with them with the Boarding House Mobile number saved in the contacts so that they



can contact the member of staff on duty and are contactable. They must be back in school at an agreed time. The guidelines on

Boarders Going into Town are on display in the Boarding House and available from the School Office on request.

16. Visits from home

Your parents/guardians are welcome to visit you in the Boarding House Common Room between 17h15 and 18h15 (or until 19h00 if they are taking you out for supper). You should not take any visitors into your dorm, as these corridors are the private spaces of other boarders, too. At the start and end of each half term, visitors can come to your dorm (if the House Staff know about it) to help you pack or unpack.

17. Going to other people's dorms

Dorms are private spaces, and you should not go in someone else's without them inviting you in. Boys should never go on the girls' corridor, and girls should never go on the boys' corridor.

18. Valuable items

We suggest that you leave valuables and precious items at home. If you do choose to bring valuable items or confidential items into the House, Miss Bullocke will be able to help look after them in her lockable office (lower ground floor). This is at your own risk.

There are cupboards and drawers and bedside tables in each of the dorms for the storing of non-valuable items.

i. Money

If you are a regular of full time boarder, your parents/guardians will leave some pocket money in the 'bank' for (for example) necessary items, trips into town, spending money on boarders' outings. Money will be locked away in the boarders' bank (secure lockable box, kept by the House staff), and distributed (with withdrawals and deposits recorded) by the House staff as required.



ii. Mobile phones and devices

You may bring mobiles and devices into the Boarding House, and can access them between 19h00 and bedtime. Outside of these times they are kept securely by the House staff. If you are going home in the evening you can collect your phone/device from the Chantry front desk along with day pupils.



You must follow the School's Policy on *Acceptable Use of ICT (including Mobile Devices)*, a copy of which is available from the School office on request.

If you want to access the internet, you must use the students' Wi-Fi, which requires the installation of a certificate called Smoothwall on your device(s). We need your parents' permission to install it.

19. Food and Drink

Breakfast, lunch and supper are all taken in the Dining Room: you can find the menus on display on the Boarding House, in the Chantry, and on the School's website.



A fruit bowl and a water cooler is available in the Boarding House, and treats and snacks are occasionally provided.

Please do not keep food and drink in your dorms. Items made at (eg) cookery club can be kept, with permission, in the fridge in the Boarders' Bistro.

The Boarders' Bistro (first floor) is a space where toast/hot chocolate etc can be made. The bistro is always locked and you must ask permission and be

supervised to access it.

The GAP tutor on duty and Senior Boarders will often make hot chocolate for everyone shortly before 8pm; this is enjoyed all together in the Common Room.

We respect the dietary requirements of our boarders and are always happy to liaise with the kitchen team and home about this. The School's Policy *Provision for Pupils with Particular Religious, Dietary, Language or Cultural Needs* is available from the School Office on request.

20. Who Can I Talk To?

Remember that you can talk to anyone you want to but below are some key people who will be willing to help.

1. Miss Bullocke – Always happy to listen and you can talk to her as much as you want.
2. Mr Ward – Always willing to have a chat and is always open to you knocking on his door if you need someone to confide in.
3. Gap Students – Perfect for if you need to talk about something that you may not feel comfortable talking about with an older member of staff.

What if I want to talk to someone who does not know me, someone outside of school?

If you want to talk or complain to someone outside of the school there are lots of people designated to help you.

1. All pupils, including boarders and those in the EYFS, have access to the School's Independent Listener. Information about the Independent Listener will be displayed in school and in the Boarding House. A contact number will also be displayed.
2. You can also call CHILD LINE on 0800 111 111 who will listen and try to help.
3. There is an organisation called ISI who work with boarding schools to make sure everyone is looked after properly, you can reach them by calling 020 7600 0100.
4. The Office of the Children's Commissioner.
Telephone: 0800 528 0731
Website:
www.childrenscommissioner.gsi.gov.uk/helpathand Email:
help.team@childrenscommissioner.gsi.gov.uk



Please remember that in life we all have problems, bad days and good days and there are times when we need help. Sharing these problems with a member of staff, a friend, someone from home, or our Independent Listener can make them easier to deal with.

21. Complaints for Boarders

We want you to be happy in the boarding house. Whilst you are a boarder – even if just for one night – the Boarding House is your home.

This piece of paper tells you what you can do if you have a complaint about the Boarding House. The School has a Complaints Policy and Procedure: this applies to all parents/guardians, whether pupils are boarders or day pupils. This Boarders' Complaints procedure is specifically for pupils who are boarders (full-time or flexi), and tells you 2 things:

1. what you can do if you think something is seriously wrong in/with some aspect of the Boarding House
2. what the School will do in response to your complaint

What is a complaint?

A complaint is when you formally report something to the School, when you think something is seriously wrong about what's going on inside the boarding house, and think that it needs to be addressed.

Things that might be a cause for complaint might include (and we hope they never happen!): persistent unfair treatment; things which put you in danger; things which unduly threaten your freedoms, choices or privacy; any form of abuse; things which you believe could bring the school into disrepute.

Suggestions or comments about how things could work better are not complaints, neither are occasional minor grumbles (you can air these any time of course with any member of the Boarding House staff, or via the No Drama Llama box or via the Boarders' Council).

Boarders will not be penalized (or treated differently) if they make a complaint.

How can you make a complaint?

- A. You should make your complaint to Miss Bullocke, either in writing or by requesting a meeting with her.
- B. If your complaint is about Miss Bullocke, you should make your complaint to Mrs Ross, either in writing or by requesting a meeting with her.

What will happen next?

- A. Miss Bullocke will
 - sit down with you and listen to your complaint within 5 working days of you making it (if you are a flexi-boarder he may have to wait a bit longer until you are back in the Boarding House)
 - ask you questions to make sure she understands exactly what your complaint is
 - ask you to write some notes (and to sign and date them), or write some notes herself and ask you to sign and date them to confirm that you agree that they are accurate
 - then meet with Mrs Ross to discuss your complaint
 - then invite you to another meeting where he outlines to you what action he is going to take (and when) as a result of the complaint
 - ask if you are happy with the suggested action and timeframe. Again, some notes will be taken
 - take the agreed action
 - meet with you again to confirm that the action has been taken and that the complaint is brought to a close. It may be necessary to inform your parents/guardians.

The aim will be that this meeting will happen with 28 working days of you making the complaint.

- B. If your complaint is about Miss Bullocke, Mrs Ross will
 - sit down with you and listen to your complaint within working 5 days of you making it
 - ask you questions to make sure she understands exactly what your complaint is
 - ask you to write some notes (and to sign and date them), or she will write some notes herself and ask you to sign and date them to confirm that you agree that they are accurate
 - then meet with Mr Featherstone to discuss your complaint
 - then invite you to another meeting where she outlines to you what action she is going to take (and when) as a result of the complaint
 - will ask if you are happy with the suggested action and timeframe. Again, some notes will be taken.
 - take the agreed action
 - meet with you again to confirm that the action has been taken and that the complaint is brought to a close. It may be necessary to inform your parents/guardians.

The aim will be that this meeting will happen with 28 working days of you making the complaint.

Questions about Complaints for Boarders?

Ask Miss Bullocke or any member of the Boarding House team (or Mrs Ross).

Independent Listener

Remember that boarders can phone or text the Independent Listener (see posters for details) if there is something they want to talk about with someone outside of the School.

Boarders' Council

Don't forget to give your ideas for improvements and changes to the Boarding Council reps (see posters). We are a listening school, and your voice matters!

22. And Finally

We hope you enjoy your time boarding; we are sure you will! We look forward to welcoming you into Eyre House and into the boarding community. If you have any questions please do not hesitate to ask by emailing boarding@exetercs.org or by calling the Boarding House mobile on 07375 546174.

We look forward to seeing or hearing from you soon,

Miss Bullocke and the boarding team.



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