



Loughborough
High School



Boarding Information Booklet

2026 – 2027



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Welcome to Loughborough High School

Located in the heart of Loughborough, an internationally renowned university town, Loughborough High School pupils live in one boarding house, Glengairn, in the middle of a beautiful 39-acre campus. Loughborough Grammar School pupils live in two other on-campus boarding houses, Denton and School House. Boarders can access the amenities of the thriving town centre in just a 5-minute walk.

Loughborough Schools Foundation's boarding community is a mixture of British, European and International pupils. We also have students who are members of the Loughborough University National Tennis Academy (LUNTA). Boarders value Loughborough's central position in the country. Travel to school is simple with Loughborough train station, which has routes to London that take a mere 75 minutes, and is a 5-minute drive away. The cities of Leicester and Nottingham are less than 30 minutes away.

The schools have an inclusive outlook that values academic success, but prioritises the wellbeing of our young people above all else. We look to offer the highest standard of pastoral care and a family atmosphere. Our team of committed boarding staff, counsellors, nurses and school doctor are here to support boarders as they settle into life in our boarding community.

In addition, there are many co-curricular opportunities, including sports, music, drama, volunteering, and academic extension clubs. Boarders benefit from weekend activities and cultural visits, which makes leisure time enriching. Our Cultural Programme, which introduces pupils to life in the UK, received an award from the Boarding School Association Awards. We look to nurture independence amongst our pupil cohort so that they are thoroughly prepared for university and their future careers.

We would like to offer a very warm welcome to our schools.

Mr Craig Blackman

Head of Boarding



Welcome to Glengairn House

It is a great pleasure to welcome you to our boarding community. This handbook has information that will be useful for you as you prepare for life in Boarding - some of which you will find helpful before you arrive here, and some of which will make more sense only once you have started.

Glengairn House provides a comfortable, safe and caring term-time home, where each boarder should feel of value, and can be helped to achieve all to which they aspire through a range of social contact, academic support and compassionate guidance.

Boarding enables students to attend Loughborough High School, whose family location/situation would otherwise make the school inaccessible. It also allows high-performing tennis athletes, on the LUNTA pathway, to combine elite tennis coaching with a broad academic education. Boarders are part of a larger community of domestic and international boarders in Loughborough Grammar School's houses, Denton and School House.

It is our hope and intention that Boarding provides a comfortable, safe and caring term-time home, where each boarder feels of value, and through a range of social contact, academic support, and compassionate guidance, can be helped to achieve all to which they aspire.

Mrs Sally Bruton

Housemistress & Head of LUNTA Girls' Boarding

Induction for new boarders

Everything is designed to make your life as a boarder happy and straightforward, and to help you to enjoy living within our family-friendly community.

Upon arrival at Glengairn, you will be greeted by the Boarding staff and given a tour of Glengairn House. You will be introduced to the other boarders and settled in. There is an induction process that takes place over your first days, where you will be introduced to the local town, routines and key staff. The House staff and prefects are present to answer any questions you have.

We hope that you will find everything that you need to know in this handbook, but if you still have any questions or we have forgotten anything please get in touch.



Statement of principles

We welcome everyone and we respect everyone for who they are. We work together to become curious, kind and brave. We are one family, and everyone is known and valued.

The following are the six principles upon which boarding at Loughborough High School is based:

1. To provide boarding facilities for students as part of the Loughborough University National Tennis Academy (LUNTA) partnership, as well as others whose parents have requested it and who are in agreement with the aims and objectives of the School
2. Being an open and trusting school, boarding is based upon mutual respect for all members.
3. Each boarder has the right to be able to work, play and relax free from abuse, intimidation, harassment, teasing and bullying.
4. There is equality of opportunity and respect for all boarders, regardless of ethnicity, culture, gender or disability.
5. Each boarder has the right to extend their intellectual growth in an atmosphere of positive encouragement and in conditions that are conducive to work.
6. Links with parents/carers, LUNTA staff and the Lawn Tennis Association are seen as an indispensable part of the support and development of boarders in our school.

Our Mission Statement

- We welcome everyone and we respect everyone for who they are
- We work together to become curious, kind and brave
- We are one family, and everyone is known and valued
- When we leave, we will go into the world and make it a better place

When you leave us, we want you to be confident and successful. But equally importantly, we want you to be caring and empathetic young people.

Everyone is known and valued for who they are.



Glengairn House

Glengairn House is Loughborough High School's girls' boarding house. It opened in September 2020 as part of Loughborough Schools Foundation to welcome and enable elite tennis players to focus on their development as athletes at the Loughborough University National Tennis Academy, while following a modified academic programme at school. We were very excited to also welcome non-tennis boarders in September 2021. The house has been newly refurbished and has got a great garden.

The House has been extensively adapted to provide comfortable modern study-bedrooms for our boarders. It is small (up to 9 boarders) and has a homely feel. There is a fully equipped kitchen which pupils can use to make snacks in addition to the meals that are prepared for them by our catering team in the school dining halls. There is a communal lounge and a large private garden.

Living in the heart of the campus, boarders can also make use of the Music School, gym, the swimming pool, playing fields, computer labs, tennis courts and library.

You will be joining a thriving community under the care of the Housemistress and her family, the Boarding Houseparent, and a team of support staff, with whom you will be in continuous contact.

Mrs Sally Bruton, Head of LUNTA Girls' Boarding and Housemistress

Sally is an experienced Drama teacher with over 25 years of experience. She has worked in schools across the North West, Coventry, and Quorn before joining the Loughborough Schools Foundation as Head of Drama at Loughborough Grammar School in 2014.

Sally is no stranger to our boarding community, having previously worked in both Glengairn and Denton House with our girls and boys. Her aim is to enable boarders to balance all the demands on their time, whilst making Glengairn feel like a true home away from home. Her friendly cat, Jinx, and son, Jude, assist in this too!

Ms Lea Rangl, Boarding Houseparent

Lea is Boarding Houseparent for Glengairn, looking after our boarders on evenings and weekends. Originally from Germany, Lea studied at the University of Leicester for both her bachelor's and master's degrees, and brings a rich cultural background adding to our diverse community.

Her passion for education and dedication to student development makes her a great member of our team.



Accommodation

Each boarder has their own:

- Bed (with storage space underneath)
- Desk, desk lamp, chair and access to bookshelves
- Wardrobe
- Small lockable drawer

Boarders are encouraged to bring pictures, alarm clocks and other personal items for their bedrooms. We pride ourselves on the homely, cosy atmosphere at Glengairn.

Storage

At the end of each academic year, boarders are required to remove all possessions from the House. For boarders returning to school the following academic year, summer storage arrangements can be discussed with Mrs Bruton.

Lounge

The lounge is a communal space where pupils can socialise and watch television/play games. There is a large table, where pupils work during supervised prep time (sixth form pupils can work here or in their room).

Kitchen

Boarders have access to the fridge/freezer, microwave, oven, toaster, air fryer, blender, food mixer, baking equipment and cooking utensils.

Various food items such as milk, eggs and bread are provided. There is also a range of LUNTA nutritionist-approved snacks.

Boarders have their own cupboard where their own dry food can be kept.

Garden

Boarders can enjoy spending time outside in the large, private garden. There is a gold net, football goals and tree swing, together with an outbuilding with pool table and table tennis table.

Room checks

Room checks will be conducted regularly by boarding staff in order to make sure boarders are living in a clean and safe environment. Boarders must keep their room tidy, ensuring the floor is clear for the housekeeping team to Hoover every weekday. Room audits will occur to ensure that the room is up to standard and to update any maintenance requirements. We will endeavour for work to be completed while the boarders are on holiday and not using their rooms.



Room inspections will occur to check for any prohibited items and are only authorised by the Housemistress or the Head of Boarding. Boarders will be informed before a room inspection is carried out and there will always be two staff members present.

Internet

All rooms have free access to the internet through a broadband connection and Wi-Fi. The internet is filtered to stop restricted web content. In all boarding houses, the WiFi is turned off overnight to ensure pupils get some sleep.

Electronics

Due to it being a fire hazard, boarders are not allowed to use cooking devices such as slow cookers, kettles or rice cookers in their rooms. All items will be subjected to an electronic Portable Appliance Testing (PAT) safety check and any item not tested will be confiscated. Pupils should please make sure to switch off all electronics when they leave their room.

Accidents and damage

If a boarder causes damage, it should be reported at once to a member of the boarding staff. Pupils and any visitors must respect the school's property and act appropriately to avoid damage. For instance, there should be no balls thrown or kicked in the House. No pupil should attempt to change light bulbs or repair electrical items.

Meals

The schools have their own catering facilities and serve breakfast, lunch and dinner during the week and brunch and dinner at weekends. These meals are served in the dining halls. For those who choose to wake up early at the weekend, there are supplies for boarders to help themselves to breakfast in the House kitchen. The catering team caters for all dietary requirements including daily vegetarian and vegan options. All dietary intolerances including allergies must be made known to the nurse, boarding staff and catering staff.

Mealtimes

Weekdays

Breakfast 07:30-08:20 | Lunch 13:10-13:45 | Dinner from 18:30 or 19:00

Weekends

Brunch 11:00-11:30 | Dinner 17:00-17:30 (on Saturdays, LUNTA pupils eat breakfast in the House, due to their training schedule)

All meals apart from lunch are served in the Burton Hall. Lunch is served in the Eadon Hall, where all Loughborough High School pupils eat.



Boarding rules and expectations

Boarders' code of conduct

- Be respectful to others, their space and property
- Respect other people's working patterns – for example, by being quiet when roommates want to finish work in their free time
- Be polite – whether there are adults present or not – be welcoming to staff and visitors
- Trust each other, and be trustworthy, honest and kind

Safe keeping of accommodation and belongings

Boarders are discouraged from bringing any valuable items, and do so entirely at their own risk. Valuable items are not covered by the school policy – it is strongly recommended that parents arrange insurance for these items.

Important documents, such as passports, can be collected by Boarding staff at the start of each term and stored securely in the House safe. Some parents opt for LUNTA players to retain their passports for travel and give permission for them to retain their passports – we recommend these are locked in their personal cupboard in this instance.

All items must be named and pupils have a lockable cupboard/drawer in which to store valuable and personal items. Valuables that you have to bring into the House may be given to Mrs Bruton for safekeeping in the House safe. Boarders are advised to have a bank account for pocket money, to withdraw small amounts from the numerous banks in town.

Pupils must not enter the room of another boarder, remove items belonging to someone else or borrow property from others without permission. Where theft is reported, staff reserve the right to search the rooms of other boarders for missing possessions.

Fire prevention and safety

Boarders must never cover smoke alarms or remove batteries from them. They must never tamper with other safety equipment such as fire extinguishers or fire blankets.

Tampering with them is a serious breach of health and safety rules and anyone found doing so will be subject to disciplinary action. Boarders must not have candles, lighters or smoke in the premises. Any such items found in rooms will be confiscated.

There will be a practice fire drill each term and at least one will occur during sleeping hours. Whenever pupils hear the alarm, they must evacuate the building immediately by following the fire evacuation procedure which is pinned on all notice boards. Failure to comply with fire drills and alarms may result in disciplinary action.



Noise

Pupils must be considerate of other boarders' rights to quiet time. Any music devices that cause a nuisance to other residents or our neighbours may be removed by boarding staff. Headphones should be used when listening to music, gaming or talking on the phone.

Prep and independent study

Boarders must work independently and quietly throughout prep time. They should complete homework, wider reading or read for pleasure. Y7-11 must be in the lounge, where there is staff supervision. Y12-13 can choose to be in the lounge or their room, but will be required to work in the lounge under supervision if not working appropriately during prep time.

All boarders are expected to bring a laptop or similar device to enable them to complete their work in the House (or around the world at tournaments for LUNTA pupils). They will need to download Microsoft Teams for communication with Boarding staff and other apps/programmes to support their learning,

Lights out

Weekdays

Y7-10: 21:30

Y11-13: 22:00

Weekends

Y7-10: 21:30

Y12-13: 22:00

Boarders must be in bed at lights out.

No cooking after 21:00. Kitchen and lounge must be clean and tidy by 21:30.

No laundry after 20:00 to avoid disturbing other boarders.

Mobile phones must be handed in by 21:15 (Y7-10) or 21:55 (Y11)

Prohibited items

Prohibited items which are not allowed in boarders' rooms:

- Medicine (unless over 16 and after a meeting with the School Nurse)
- Candles
- Kettles
- Cooking equipment
- Heaters
- Electric blankets
- Lighters / matches
- Fireworks
- Pen knives
- Cigarettes, vapes, drugs, alcohol



Mobile phones and other electrical devices

Loughborough High School rules state that 'phones must not be used, seen or heard' during the school day. Pupils may use their phones before and after school. LUNTA pupils can take phones with them to training.

Phones may not be used after Lights Out and will be kept securely overnight. Sixth form are allowed to keep their phones overnight.

Any phone used inappropriately will be confiscated.

All activities on the school network are monitored and filtered. Your laptop must have suitable anti-virus protection and should be used mainly for work purposes. Should you need to print your work, you will be able to transfer your documents onto the school computers (via email) and print at school or in the House.

You are responsible for your own computer; any serious issues regarding a personal laptop should be referred to the manufacturer concerned, although our Network Services department may be able to help you. You need to have your items insured on your home insurance.

Access to the boarding house

During the school day, 08:30-16:30, boarders are not allowed to return to the House.

Leaving the boarding house

Accurate records must be kept in case of a fire. It is a boarder's responsibility to make sure their location is always known to the staff on duty. Boarders have the privilege of walking into town afterschool, between 16:00-17:45, and at the Duty staff's discretion during daylight hours at weekends.

- ✓ Pupils must be with another pupil (sixth form are allowed alone)
- ✓ Pupils must sign out (and back in on return) clearly and state where they are going (sign out board located near the staff duty office). They must also see the Duty staff in person, or message the duty phone when leaving and returning.
- ✓ Pupils must have their mobile phone and the contact number of the Housemistress and Duty staff stored on their device.
- ✓ Pupils must **not** wear school uniform.

Permission must be granted by Mrs Bruton if a pupil wishes to travel further or outside of the normal permitted hours. In most cases, written permission must be received by the pupil's parent or guardian.

Boarders wishing to be absent for a non-Exeat weekend must ask Mrs Bruton for permission by the end of the preceding Thursday. Permission should be given by the boarder's parents/carers, by phone or email to Mrs Bruton - it will be noted in the House diary, with a contact phone number.



Visitors

Only boarders, boarding staff and key members of the Estates team should know the code to buildings.

All visitors must sign in and be introduced to the member of staff on duty.

Visitors are not allowed to stay overnight and are only allowed in communal downstairs areas. Parents/carers are allowed into their boarder's room at the start of the year to help them set up. After this, permission must be given by a member of the boarding team, and they will be accompanied by staff.

Parent/carer visits should be arranged in advance with Mrs Bruton, by phone or email.

Communication

Microsoft Teams is used to communicate information, events and timings during the day, so boarders must ensure they check it regularly.

Housekeeping and laundry

Glengairn has a dedicated housekeeping team. Boarders' rooms and bathrooms are cleaned every weekday.

Laundry is done in-house - there are two laundry collection days each week. All towels, bedding and clothing are laundered.

Laundry should be put in the basket at the bottom of the stairs. It is returned, washed and ironed, to the boarder's named space at the top of the stairs.

Please ensure all clothes are clearly labelled.

Glengairn is equipped with washers and dryers, which can be used by boarders, should they wish. These should not be used after 20:00, to avoid disturbing other boarders.



Term dates 2026-2027

Autumn term 2026

Boarding pupils' arrival - Thursday 3 September (between 16:30 and 20:00)

New Pupil Induction - Friday 4 September

Start of Term - Monday 7 September

Half Term - Friday 16 October, 16:00 (boarders depart by 17:00) - Sunday 1 November

End of Term - Friday 18 December, 12:00 (boarders depart by 13:00)

Spring term 2027

Boarding pupils' arrival - Monday 11 January (between 16:30 and 20:00)

Start of Term - Tuesday 12 January

Half Term - Friday 12 February, 16:00 (boarders depart by 17:00) - Sunday 21 February

End of Term - Friday 19 March, 12:00 (boarders depart by 13:00)

Summer term 2027

Boarding pupils' arrival - Monday 12 April (between 16:30 and 20:00)

Start of Term - Tuesday 13 April

Half Term - Friday 28 May, 16:00 (boarders depart by 17:00) - Sunday 6 June

End of Term - Friday 9 July, 12:00 (boarders depart by 13:00)

It is important that term dates are strictly observed to ensure boarders do not miss out on schooling. In exceptional circumstances, if early departure/late arrival is necessary, parents must write to Mrs Bruton to request permission.

To avoid disturbing room-mates and the House in general, it is important that anti-social hours of arrival/departure are avoided when arranging travel.

It is imperative that we know where each boarder is staying during the holidays and what their transport arrangements are.



Exeat dates for 2026-2027

There are two Exeat weekends per term. They start at 16:00 on the Friday. Boarders must depart by 17:00 on the Friday and return between 16:30 and 20:00 on the Sunday.

Highlighted weekends are to be confirmed – subject to change

Friday 18 September - Sunday 20 September

Friday 20 November - Sunday 22 November

Friday 22 January - Sunday 24 January

Friday 12 March - Sunday 14 March

Friday 30 April - Monday 3 May*

(* Bank Holiday - return from 16:00 on Monday into boarding. Tennis training may still occur during the day.)

Friday 18 June - Sunday 20 June

Activities

During the weekend, we sometimes plan different activities and excursions, such as theatre or cinema trips, laser quest, trips to Leicester or to a Christmas market. The cost of weekend excursions and activities will be sent home at the end of each term.

Weekends can also be used to catch up on some work, meet up with friends, or to relax and have some downtime.



A typical daily routine – Monday-Friday

Time	Activity	
06:45-07:00	Get up - rise and shine! Tidy bedrooms and put any washing in baskets to be laundered	
07:30	Breakfast in Burton Hall	
	<i>Non-LUNTA pupils Mon-Fri</i> <i>LUNTA pupils Wed</i>	<i>LUNTA pupils Mon, Tues, Thurs, Fri</i>
08:00-12:05	08:40 Tutor Registration 09:10-12:05 Lessons: P1-5	Tennis Training
12:05-13:10	Lessons: P6-7	
13:10-14:20	Lunch with LHS in Eadon Hall Co-curricular activity / LUNTA pupils may have tutor session	
14:20	PM Registration with your tutor group	
14:25-16:00	Lessons : P8-10	
	<i>Non-LUNTA pupils</i>	<i>LUNTA pupils</i>
16:00-18:45	Co-curricular activity / library (return to Glengairn from 16:30)	Tennis Training
19:00-19:30	Dinner & free time	
19:30-20:30	Prep time (or a bit longer for Y12-13)	
21:00-21:30	Free time (watch TV, talk to family etc.)	
21:30	21:30 Lights out Y7-10, 22:00 Lights out Y11-13	

LUNTA training

We know that LUNTA athletes will need to work hard, putting in long hours of practice, conditioning and mental preparation in pursuit of their goals. We will help and support them to achieve their ambitions on and off the court.

LUNTA pupils have daily training sessions at Loughborough University. Transport is by taxi – all drivers are DBS checked by LUNTA and it is usually a regular driver who pupils know. Pupils must sign out at school reception and sign back in on their return.

Saturday morning training is from 08:00-12:00.



Uniform

Non-LUNTA pupils wear Loughborough High School uniform to school.

LUNTA pupils wear their training kit to school.

Other boarding requirements

The below is an indication of the minimum requirement for full-time boarders. Casual clothes are worn in the evenings and at weekends. We have occasional formal dinners, approximately once per term, which require smart dress.

These items are to be brought from home and will not be supplied by the school shop. Everything must be named before arrival.

Additional clothing

- 4-6 pairs of casual socks
- 2 smart outfits
- 1 smart jumper
- 2 jumpers or sweatshirts/hoodies
- 4 t-shirts or casual tops
- 2 pairs of jeans or other casual trousers
- 1 dressing gown
- 1 pair of slippers/night-time shoes (e.g. flip-flops) **Essential for fire drills!**
- Night wear
- 1 pair of wellingtons (entirely optional)
- At least 1 pair of casual shoes or trainers

All clothing should be suitable for a bulk, medium temperature wash, and commercial tumble drying. Delicate fabrics should not be brought.

Linen

- 4 good-sized towels
- 2 duvet covers (single duvet)
- 4 pillow cases
- 2 fitted single sheets
- A mattress protector

Toiletries

- Shower gel and shampoo
- Soap
- Toothbrush (and spare new toothbrush) & toothpaste
- Hair brush & comb
- Sanitary products

Please note that the School cannot take responsibility for these items. All personal items should have personal insurance as they will not be covered by school policies against theft or damage.



Health and wellbeing

Boarding policy on medicines held by boarders

1. When sending your daughter to our school, we ask that you send written evidence of any diagnoses, and/or any regular medications that your daughter requires. This written evidence must be in English, and must detail the diagnosed condition, and also the treatment plan and medication prescribed. This information must be passed to Admissions, who will pass this to the School Nurse. The Lead Nurse must approve this information before your daughter joins us.
2. On arrival at school, the School Nurse and the School Doctor will check each declaration with each pupil to ensure they understand which medicines each pupil has and what they are for. At this meeting, the pupil will be informed that it is essential that she keeps the medicines locked up and they are not shared with any other pupils.
3. During holiday periods, if pupils are prescribed medicines at home, upon return to school, they must notify Mrs Bruton, who will inform the School Nurse and the School Doctor.
 - a. If medicine is prescribed abroad, it would be helpful to have a note from the prescribing Doctor explaining what medicines they have been prescribed and why.
 - b. If parents are present when girls arrive in school, then they will meet with the School Nurse and if available the School Doctor. All boarding staff receive elementary training on the administration of medicines from the School Nurse and/or the School Doctor.
4. Boarders must not bring non-essential (non-prescribed) medicines with them.
5. In the case of medicines distributed by the House staff from centrally held medical cabinets, such as cold relief medications and low-level painkillers, a record must be kept of what was given, when and to whom.
6. In the case of controlled substances these will be held by the School Nurse in the appropriate secure refrigerator in the sick bay.

The Lead Nurse conducts a medical appointment with each boarder at the start of each year. The Lead Nurse will register all boarding pupils with the local surgery, Bridge Street Medical Practice, as part of their induction. Boarders are able to make appointments with the School Doctor each week.

Boarders under 16 can be accompanied by the nurse when seeing the doctor. If requested by the boarder or their parents/carers, Mrs Bruton may be present. A boarders right to see the doctor in confidence will always be respected.

In case of an accident or emergency, boarders will be accompanied to A&E by Boarding staff.

During their meeting with the School Nurse, students aged 16 years and older will have the opportunity to discuss keeping a small amount of medication in their rooms, in a locked drawer. The School Nurse will assess whether the student in question understands how to take the medication correctly.

A flu vaccination is offered to all boarders at the start of the Autumn Term.



Medical items that boarders can have in their rooms:

- ✓ Prescribed creams (although has to be authorised by the nurse)
- ✓ Nasal spray
- ✓ Eye drops
- ✓ Plasters
- ✓ Multivitamins

Medical items that boarders cannot have in their rooms:

- Over the counter medications (e.g. paracetamol, Lemsip, ibuprofen, antihistamines)
- Protein supplements
- Weight loss supplements
- Medication that has not been obtained in the UK
- Energy drinks/stimulants/caffeine tablets

Illness

During the school day

Should boarders feel unwell during the school day, and need medical attention or advice, they should go to the school medical room.

Before 08:00 or at weekends

Boarders should see the Duty staff member.

Matron will decide if boarders should miss school and stay in sick bay.

At night

Boarders should see the Duty staff member

After lights out or in an emergency

Boarders should knock on the door to the Duty staff flat or Mrs Bruton's house, call on Teams, or phone the Duty staff member, 07584 016251 or Mrs Bruton, 07584 016619

If a boarder is unwell for a prolonged period, they might need to return home. The school nurse will discuss this with parents, LUNTA (if applicable) and Boarding staff.



Supporting our boarders

Safeguarding

We have specially trained senior staff who ensure boarding and school staff keep pupils safe. There are posters around school and in boarding with the picture, name and contact details of these specialist senior safeguarding staff.

If a boarder has concerns for their safety, or someone else's safety, they should contact a member of the Designated Safeguarding Team.

Feeling unhappy/worried

The counsellors, School Nurse, Head of Boarding, boarding staff or any other member of staff are all available for boarders to talk to if they are feeling unhappy or worried. There are posters around school and the House showing the contact details of staff.

If a boarder would like to talk to someone within school, they can contact:

- Any Boarding staff or school staff, in person or by email.
- The Head of Boarding, Mr Blackman, c.blackman@lsf.org
- If a boarder has concerns for their safety, or someone else's safety, they should contact a member of the Designated Safeguarding Team.
- If a boarder is feeling anxious, angry, lonely, or if there is something which is troubling them and needs to talk, they can use the school's 'Wellbeing Whisper Code' to access support.

Independent listener

We have identified an independent person for boarders to contact if they wish to talk to someone who doesn't work in school or boarding.

The independent listener for all boarders is Mrs Nicky Karup: 07747 794247

Nicky was a school matron at Loughborough Grammar School for many years before retiring.

Independent organisations

If boarders feel unsafe at school, they may want to contact OFSTED (the government organization that inspects boarding schools) on 0300 1231231.

If boarders want to talk to someone, particularly as a student who is living away from home, they could contact the Office of the Children's Commissioner on 0800 5280731.

If a boarder feels unsafe they can call Childline 0800 1111.

If a boarder has safeguarding concerns, the Local Authority Designated Officer can be contacted on 0116 3057597.



All members of the Boarding staff can listen to boarders' opinions and suggestions.

Each House has a prefect. Boarders can pass on opinions ready for when they meet with the Housemistress to discuss ideas, concerns and improvements. If there is a specific point a boarder would like to make in person, they can join the meeting.

Specific comments about food can be raised in the regular survey sent out to all boarders and ideas will also be collected and shared at a Food Committee meeting. We meet each day as a House. If a boarder wants to raise something, they are welcome to at this time.

Complaints

Boarders' parents or legal guardians should direct complaints initially to the Boarding House Master/Mistress. Alternatively, they can be directed to the appropriate Head or Deputy Head (Pastoral). Boarding House complaints will be addressed in accordance with the School Complaints Policy (this can be found on the school website under 'Policies'). This includes details of how boarders or parents may appeal against a decision made by the school about their complaint.

Under the National Minimum Standards it is a requirement that boarding pupils and their parents are informed as to how they can contact OFSTED and the Local Authority Allegations Manager (LADO) regarding any complaint concerning the welfare of pupils.

A complaint to OFSTED should be made to:

OFSTED Royal Exchange Building, St Anne's Square, Manchester, N2 7LA

Telephone Number: 0300 123 1231

Email: enquiries@ofsted.gov.uk

The relevant contact at the local authority is:

Allegations Manager/LADO, County Hall, Safeguarding Unit Room, 101
Leicester Road, Glenfield, Leicester, LE3 8RF

Telephone Number: 0116 3057597



Useful contact details

Head of Boarding: Mr C Blackman: c.blackman@lsf.org

Glengairn Housemistress: Mrs Sally Bruton: s.bruton@lsf.org, 07584 016619

Glengairn Houseparent: Ms Lea Rangl: l.rangl@lsf.org

Glengairn Duty Phone: 07584 016251

LHS SLT Lead for Boarding & LUNTA: Mrs Donna Tolley: d.tolley@lsf.org

Lead Nurse: Mrs Lindsay Hampson: l.hampson@lsf.org, 01509 283734

LGS Nurse: Hayley Godfrey: gsnurses@lsf.org

LHS Matrons: Mrs Sonia Chad-Smith & Mrs Jane Lewis: LHSMatron@lsf.org

School Office: high.office@lsf.org

School website: www.lborohigh.org

LUNTA specific contacts:

LSF LUNTA Coordinator, Dr Toni O'Donovan: t.odonovan@lsf.org

LUNTA Head of Education and Wellbeing, Mr Sean England:
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Loughborough High School parents' evenings are online, which should facilitate parent/carer attendance. Should parents have any queries regarding progress, please contact the form tutor in the first instance, or Dr O'Donovan for LUNTA pupils.



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