



*Making Social Care
Better for People*

inspection report

BOARDING SCHOOL

Hockerill Anglo European College

**Dunmow Road
Bishops Stortford
Hertfordshire
CM23 5HX**

Lead Inspector
Mr Neil Fernando

Announced Inspection
27th November 2006 7:30

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Reader Information	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Boarding Schools*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

Every Child Matters, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

SCHOOL INFORMATION

Name of school Hockerill Anglo European College

Address Dunmow Road
Bishops Stortford
Hertfordshire
CM23 5HX

Telephone number 01279 658451

Fax number 01279 755918

Email address admin.hockerill@thegrid.org.uk

Provider Web address

**Name of Governing body,
Person or Authority
responsible for the
school** Hockerill Anglo European College

Name of Head Robert Guthrie

Name of Head of Care Christopher Wright

**Age range of boarding
pupils** 11 – 19 years

**Date of last welfare
inspection** 26 & 27 March 2003

Brief Description of the School:

Hockerill Anglo-European College is situated within easy access of the town centre of Bishop's Stortford. It offers education to 740 pupils including 236 boarding students at the time that this inspection took place. Boarding students are accommodated in five boarding houses (or units), which are located in the school grounds.

Canterbury House

A purpose-built boarding house with its own indoor games facilities. It provides accommodation for junior boys aged between 11 and 13 years of age and, at the time that this inspection took place, was occupied by 38 boarders.

St Alban's House

This house has been upgraded and provides accommodation for junior girls aged between 11 and 13 years of age. At the time of this inspection, it was occupied by 35 boarders.

Thames House

An imposing Victorian building which offers accommodation mainly in single study and double bedrooms. It provides accommodation for senior boy students aged between 14 and 18 years and at the time of this inspection was occupied by 76 boarders.

Roding House and Rochester House

Roding House and its annexe, Rochester House offer accommodation mainly in single and double bedrooms. These houses offer accommodation to senior girl students aged between 14 and 18 years. At the time that this inspection took place, Roding House accommodated 77 Boarders and Rochester 10.

All boarding houses provide adequate bathroom, shower and wash-hand basin facilities for boarders. Common rooms, games rooms, kitchen facilities (where boarders can prepare drinks and snacks) and gardens are available.

SUMMARY

This is an overview of what the inspector found during the inspection.

The overall assessment of Hockerill Anglo-European College is that the service provided to boarders is excellent. This assessment is based on a site visit (including interviews with boarders, key staff, examination of records and a tour of the premises), an independently conducted survey of boarders and parents and continued assessment by the lead inspector since the last inspection took place.

What the school does well:

The attached report demonstrates that the outcomes based on the national minimum standards groupings are assessed as being either good or excellent.

Throughout the site visit element of this inspection and also previous visits, the Commission's inspectors were most impressed by the good manners and maturity of the boarding students. This, combined with the positive education outcomes identified by OFSTED, demonstrates the most desirable of outcomes for students. All staff that help create the environment where boarders can flourish and develop so well should be commended.

What has improved since the last inspection?

All the recommendations and suggestions made at the last inspection have been met. The College Child Protection policy has been updated and kept in a state of constant review, encouraging an integrated a team approach to keeping students safe. A controlled drugs cupboard has been provided in the Health Centre and good records are kept. The nurse in charge completes an individual health care plan and the boarding houses have devised a social welfare plan for students with special welfare requirements. In Roding House, CCTV cameras that cover the front lobby and the back door, combined with a superior security entry system has raised the level of security to a commendable level. Recent surveys of boarders show a much more positive perception of meals and mealtimes than was recorded three years ago.

What they could do better:

It is recommended that windows accessible to boarders above the ground floor are risk assessed to ensure that there is no risk to safety by opening or closing those windows.

Please contact the Head for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

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Being Healthy

The intended outcomes for these standards are:

- Boarders' health is promoted. (NMS 6)
- Safeguarding and promoting boarders' health and welfare are supported by appropriate records. (NMS 7)
- Boarders' receive first aid and health care as necessary.(NMS 15)
- Boarders are adequately supervised and looked after when ill.(NMS 16)
- Boarders are supported in relation to any health or personal Problems.(NMS 17)
- Boarders receive good quality catering provision (NMS 24)
- Boarders have access to food and drinking water in addition to main meals.(NMS 25)
- Boarders are suitably accommodated when ill. (NMS 48)
- Boarders' clothing and bedding are adequately laundered.(NMS 49)

The Commission considers Standards 6 and 15 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

6, 7, 15, 16, 17, 24, 25, 48 & 49. Quality in this outcome area is **excellent**.

Boarders can be assured that their health needs are fully met, in terms of medical, dietary and personal needs. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

There is in practice a sound policy covering personal, social and health education that follows the national curriculum guidance and includes substance abuse and sex education. All staff interviewed had a good understanding of their responsibilities and the Director of Boarding maintains an overview of the effectiveness of this policy as part of the quality assurance system.

The College Health Centre provides an effective and accessible facility for boarders. There are six beds available and students who are ill are well looked after by qualified and caring staff. The Centre is appropriately equipped and clear records are kept for each student; the records are securely maintained. Information is available to staff on a 'need-to-know' basis. Opening hours are displayed during the day, although the Centre staff will respond at any time to an emergency. The Centre is staffed by a nurse-in-charge, a relief nurse and a care assistant. The nurse-in-charge completes an individual health care plan. (The boarding houses have also devised a social welfare plan for any boarders

with special welfare requirements). All boarders are registered with a local GP whose surgery is five minutes walk from the College. Junior boarders are always escorted to appointments. The operation of the Centre is enhanced by a commendable and comprehensive system of policies and procedures that are reviewed annually.

All boarders that were asked were able to identify at least one adult in whom they would turn to in relation to any health, emotional or personal problems. There was clear evidence that these issues would be dealt with in a confidential and sensitive manner.

Recent surveys of boarders show a much more positive perception of meals and mealtimes that was recorded three years ago. This may be due to a combination of the enthusiasm of the catering team, the fresh produce routinely used the high profile Catering Committee which consists of boarders' representatives. This group meet with the catering manager on a regular basis and also present the suggestions and comments books that are filled in by boarders in each house. Whatever the reason, all those concerned should be congratulated on this turn around. It was noted that each boarding house is equipped with a kitchenette where boarders can prepare drinks and snacks. Drinking water is provided in each boarding house and bottled drinking water can also be purchased from the Health Centre.

Boarders confirmed that the laundry provision is to their satisfaction. Their clothing is washed, ironed and delivered to the houses. They have a rota for distribution of clean laundry in their own house.

Staying Safe

The intended outcomes for these standards are:

- Boarders are protected from bullying.(NMS 2)
- Boarders are protected from abuse.(NMS 3)
- Use of discipline with boarders is fair and appropriate.(NMS 4)
- Boarders' complaints are appropriately responded to.(NMS 5)
- The operation of any prefect system safeguards and promotes boarders' welfare (NMS 13)
- Boarders' welfare is protected in any appointment of educational guardians by the school.(NMS 22)
- Boarders are protected from the risk of fire. (NMS 26)
- The welfare of any children other than the school's pupils is safeguarded and promoted while accommodated by the school.(NMS 28)
- Boarders' safety and welfare are protected during high risk activities.(NMS 29)
- Boarders' personal privacy is respected.(NMS 37)
- There is vigorous selection and vetting of all staff and volunteers working with boarders.(NMS 38)
- Boarders are protected from unsupervised contact at school with adults who have not been subject to the school's complete recruitment checking procedures and there is supervision of all unchecked visitors to the boarding premises.(NMS 39)
- Boarders have their own accommodation, secure from public intrusion. (NMS 41)
- Boarders are protected from safety hazards.(NMS 47)

The Commission considers Standards 2, 3, 4, 5, 26, 37, 38, 39, 41 and 47 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

2, 3, 4, 5, 13, 26, 29, 37, 38, 39, 41 & 47. Standards 22 & 28 are not applicable. Quality in this outcome area is **good**, and would have been considered to be **excellent** has a recommendation not been made.

Hockerill Anglo-European College provides a safe environment for students. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Boarders were keen to show the inspecting officer copies of the leaflet produced by the College entitled, 'Every Child Matters'. This forms part of the well-publicised policy for countering bullying which includes a definition of the forms that bullying can take. Boarders confirmed that there are no initiation ceremonies intended to cause pain, anxiety or humiliation; in fact, boarders clearly stated that bullying does not take place at the College. The College Child Protection policy is constantly under review and encourages an integrated a team approach to keeping students safe. There is annual training for all staff (which is repeated three times each years to ensure that all staff are able to attend). The policy is well publicised, comprehensive and is also understood by boarders.

The College has produced a guide for boarders, their parents and staff that clearly sets out the approach for responding to any concern or complaint about the welfare of students. A written record is kept of serious complaints, their investigation and outcome. The Principal is made aware of any serious incidents.

Within the college, there is a 'status' system that all boarders appear to have embraced. Privilege comes with individual demonstrations of ability to take responsibility and this 'honour' approach provides the basis for the discipline in the boarding houses. The behaviour of students during the site visit was extemporary. There is a written policy on pastoral care. All staff who were asked confirmed that there have been no major incidents. Some sanctions had been applied for anti-social behaviour and boarders felt that, on the rare occasions that sanction had been applied, they were both appropriate and fair. The responsibilities of prefects are clearly set out and they are not permitted to administer any form of punishment. (Prefects receive an induction and receive training on child protection. They provide a link between students and the staff team).

The recruitment procedures are robust and follow current guidelines without deviation. All staff (including ancillary staff) and any adults who may legitimately be unsupervised on the campus are thoroughly checked, including Criminal Records Bureau disclosures. All students are protected from unsupervised contact in College with adults who have not been subject to the recruitments processes. There is also an agreement with spouses living in the boarding houses but not employed by the College.

Boarders' living space is for their exclusive use. In the main, boarders were happy with the manner their privacy and dignity were respected and promoted. Suitable and adequate security measures appeared to be in place and access to the houses is either by ringing the front door bell or via a coded keypad. All doors have an audible alarm. Since the last inspection took place,

CCTV cameras that cover the front lobby and the back door, combined with a superior security entry system has raised the level of security for the senior girls in Roding House to a commendable level. The provision of bedroom door locks is also being implemented. Additional security has been provided on the ground floor windows in Thames House, although it is recommended that windows accessible to boarders above the ground floor are risk assessed to ensure that there is no risk to safety by opening or closing those windows.

Fire drills are regularly carried out and there are records that demonstrate that the fire fighting equipment, alarm system, emergency lighting and smoke detectors are regularly checked and maintained. An up to date risk assessment is also available.

Comprehensive policies and procedures are available to staff members covering all activities involving boarders. If the activity involves residential arrangements, travel abroad or potentially hazardous activities, detailed risk assessments are carried out prior to the commencement of the activity. (See also 'Management' below)

Enjoying and Achieving

The intended outcomes for these standards are:

- Boarders have access to a range and choice of activities.(NMS 11)
- Boarders receive personal support from staff.(NMS 14)
- Boarders do not experience inappropriate discrimination.(NMS 18)
- Boarders' welfare is not compromised by unusual or onerous demands.(NMS 27)
- Boarders have satisfactory provision to study.(NMS 43)
- Boarders have access to a range of safe recreational areas.(NMS 46)

The Commission considers Standards 14 and 18 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 14, 18, 43 & 46. Standard 27 is not applicable. Overall quality in this outcome area is **excellent**.

Boarders are offered a wide range of social and recreational opportunities. They are supported in all aspects of boarding life. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Outside class time, boarders have access to the college sports facilities and the opportunity to participate in a dazzling variety of recreation outlets and hobbies. (For example, at the time that this inspection took place, it was understood that there are in excess of 40 clubs in operation). Each house also offers recreational facilities, equipment, books television, craft material and computers. Internet access is appropriately restricted. There are supervised activities for boarders remaining at the college when other boarders are away at weekends. Boarders expressed satisfaction with the range of recreational activities available to them.

By and large, boarders were satisfied with the study provision in each house. Privacy is incremental on age, and older boarders have facilities for private study in their own bedrooms.

Boarders confirmed that they relied on a variety of staff for guidance and support. They have been provided with a copy of the leaflet on how to make a complaint or express a concern ('Every Child Matters'). They confirmed that they felt confident to discuss both personal and welfare issues as well as academic or administrative matters. The College has an independent listener who regularly visits. The Child-line contact number was clearly displayed.

Many boarders come from abroad and the ethos of the College on equal opportunities actively promotes tolerance, understanding and respect for each other's rights, views, culture and religion. Students also commented on a weekly 'Crossfire' club, which encourages lively debate about topics such as morals, conscience and beliefs. Boarders are able to attend local places of worship.

Making a Positive Contribution

The intended outcomes for these standards are:

- Boarders are enabled to contribute to the operation of boarding in the school.(NMS 12)
- Boarders can maintain private contact with their parents and families.(NMS 19)
- New boarders are introduced to the school's procedures and operation, and are enabled to settle in.(NMS 21)
- Boarders have appropriate access to information and facilities outside the school.(NMS 30)
- There are sound relationships between staff and boarders.(NMS 36)

The Commission considers Standards 12 and 19 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

12, 19, 21, 30, Quality in this outcome area is **good**.

There is mutual respect between boarders and staff and boarders' views are received positively. New boarders are welcomed into the College. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

New boarders and their parents are provided with a copy of the informative College handbook, 'Guide to Boarding for Students and Parents'. Anecdotal evidence from junior boarders revealed that joining the junior boarding house is a positive and welcoming experience. Without exception, boarders spoke warmly about the boarding staff. It was evident from their observations about individuals that there is an inclusive and sound relationship between them and the staff.

There are a number of formal routes through which boarders can express their views on boarding life. These include via house prefects, weekly house meetings and regular surveys. Importantly, all boarders that were asked

confirmed that staff listen to them and that they see an outcome to any matters raised.

Boarders receive their mail unopened and have access to a telephone where they may make and receive calls in private. Staff encourage maintaining regular contact with parents and guardians; parents and guardians are assured of a warm welcome should they visit.

Supervision arrangements off campus are age and status related (the College operates an 'honour' system that works very well amongst boarders). Newspapers and television is available and, with parental permission, so is access to the Internet.

Achieving Economic Wellbeing

The intended outcomes for these standards are:

- Boarders' possessions and money are protected.(NMS 20)
- Boarders are provided with satisfactory accommodation.(NMS 40)
- Boarders have satisfactory sleeping accommodation.(NMS 42)
- Boarders have adequate private toilet and washing facilities.(NMS 44)
- Boarders have satisfactory provision for changing by day.(NMS 45)
- Boarders can obtain personal requisites while accommodated at school.(NMS 50)
- The welfare of boarders placed in lodgings is safeguarded and promoted.(NMS 51)

The Commission considers Standard 51 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

20, 40, 44, 45 & 50. Standard 51 does not apply. Quality in this outcome area is **good**.

The boarding accommodation is satisfactory and personal possessions are safeguarded. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Boarding students respond to the homely atmosphere in each house. Whilst entry to the boarding houses is secure, boarders tend to leave their bedroom doors unlocked. Each has a safe and each house also offers a facility for the safekeeping of valuables. There continues to be a high level of trust between boarders, (judging by the amount of personal possessions that were left out). Minor personal toiletries and stationary are obtainable on campus and boarders confirmed that they have easy access to the shops in Bishop's Stortford.

Overall, each house has adequate shower, bath and toilet facilities. Boarders confirmed that there were no issues with privacy. The standard of cleanliness throughout the boarding accommodation was good. There is a rolling programme of maintenance and repair. Bedrooms were bright and most

boarders had personalised their bedrooms. Heating was adequate and the boarding accommodation was not excessively noisy. Boarders are not placed in lodgings.

Management

The intended outcomes for these standards are:

- A suitable statement of the school's principles and practice should be available to parents, boarders and staff (NMS 1)
- There is clear leadership of boarding in the school.(NMS 8)
- Crises affecting boarders' welfare are effectively managed.(NMS 9)
- The school's organisation of boarding contributes to boarders' welfare.(NMS 10)
- Risk assessment and school record keeping contribute to boarders' welfare.(NMS 23)
- Boarders are adequately supervised by staff.(NMS 31)
- Staff exercise appropriate supervision of boarders leaving the school site.(NMS 32)
- Boarders are adequately supervised at night.(NMS 33)
- Boarders are looked after by staff with specific boarding duties, with adequate induction and continued training.(NMS 34)
- Boarders are looked after by staff following clear boarding policies and practice.(NMS 35)
- The welfare of boarders is safeguarded and promoted while accommodated away from the school site on short-term visits (NMS 52)

The Commission considers Standards 1, 23, 31 and 34 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 8, 9, 10, 23, 31, 32, 33, 34, 35 & 52.

The boarding facilities are well managed. Boarders and their parents can be confident that welfare is paramount. Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

There is a comprehensive handbook that includes information about the boarding facilities. It clearly outlines the aims and organisation of boarding, the admission criteria, care and supervision of boarders and the religious and cultural aspects of the school. The handbook is available to parents and

boarders and the information is duplicated in the staff handbook. Both documents are regularly reviewed and updated.

The Director of Boarding and the Principal provide clear leadership and management. The Director of Boarding has overall responsibility for welfare, as well as the monitoring and evaluation of the boarding facilities. Each house has charismatic head of house and staff members who not only support and guide students, but also help establish the distinct house styles. Members of the governing body visit twice each term and there are commendable quality assurance systems (including independently conducted surveys of boarders and their parents) that are available to them for monitoring purposes.

All activities involving boarders are rigorously risk assessed by the member of staff responsible for that activity and all college activities are risk assessed under the guidance of heads of faculty. Parental involvement and consent for trips and activities were well documented. Risk assessments and safety hazard surveys are regularly undertaken and reviewed by heads of houses. The College has a designated Health & Safety Officer. A record of punishments is kept, however the boarders discipline system (and punishments) are both status and honour based. There have been no complaints received since the last inspection took place and the accident record was examined.

There are good systems in place to ensure that staff members know the whereabouts of boarders in their charge. Boarders may visit other houses, but do not leave the campus without permission. They are required to have an exeat approved and there are signing in and out systems. Parents are requested to sign consent forms which guide staff in their decision making process. Where appropriate, staff check that boarders have arrived at their destination safely. Staff are guided by a range of risk assessments which cover all anticipated situations. There is a comprehensive policy on school transport, mini busses, taxis and drivers, which is understood by staff and boarders alike.

The school offers good staffing levels, which, coupled with a low turnover of staff, means that students have access to staff that they know well. There are at least two members of staff on duty when boarders are in their houses and at least one member of staff sleeping-in but available on call at night in each house. The operational manager can also be contacted in an emergency.

All staff members are provided with a copy of the staff handbook, which contains comprehensive policies and procedures regarding boarding practices and the staff disciplinary procedure, (a recently updated draft policy is to be submitted to the governors for ratification). Staff are required to confirm that they have read and understood these documents. New staff are provided with a thorough induction, on-going training opportunities and all staff (including ancillary staff) receive annual child protection training.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Boarding Schools have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

“X” in the standard met box denotes standard not assessed on this occasion

“N/A” in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
6	4
7	3
15	4
16	4
17	3
24	3
25	3
48	3
49	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	4
3	4
4	4
5	4
13	3
22	N/A
26	3
28	N/A
29	3
37	3
38	3
39	3
41	3
47	3

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
11	4
14	3
18	4
27	N/A
43	3
46	3

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	4
19	3
21	3
30	3
36	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
20	3
40	3
42	3
44	3
45	3
50	3
51	N/A

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	4
8	4
9	3
10	3
23	4
31	3
32	4
33	4
34	3
35	3
52	3

Are there any outstanding recommendations from the last inspection? No

RECOMMENDED ACTIONS

This section sets out the actions that must be taken so that the proprietor meets the Children Act 1989, Inspection of Schools and Colleges Regulations 2002 and the National Minimum Standards.

No.	Standard	Recommendation	Timescale for action (Serious welfare concerns only)
1	BS47	It is recommended that windows accessible to boarders above the ground floor are risk assessed to ensure that there is no risk to safety by opening or closing those windows.	27/02/07

Commission for Social Care Inspection

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