

inspection report

Children's Services

Chigwell School

Chigwell

Essex

IG7 6QF

24th February 2004

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

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

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

TYPE OF ADDITIONAL INSPECTION VISIT
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Statutory Unannounced Inspection	
Follow up of Previous Inspection	
Follow up of Enforcement Action	
Complaints Investigation	
Monitoring Visit	
Advisory Visit	
Other	YES
Specify: Annual visit	

TYPE OF SERVICE INSPECTED

Children's Home	
Boarding School (not registered as a children's home)	YES
Residential Special School (not registered as a children's home)	
Further Education College	
Residential Family Centre	
Independent Fostering Agency	
Local Authority Fostering Service	
Voluntary Adoption Agency	
Local Authority Adoption Service	
ID Code	
Lead Inspector	1 David Downes 079647
Name of Further Inspector (if applicable)	2
Name of Further Inspector (if applicable)	3
Name of Further Inspector (if applicable)	4
Name of Lay Assessors (if applicable) Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	N/A
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	N/A
Name of Establishment Representative at the time of inspection	Mr David Gibbs

Number of Inspector Days spent on site:	1
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SPECIFIC OBJECTIVE(S) OF THE VISIT

To review the school's progress with the Recommended Actions from the full welfare inspection carried out on 24th and 25th March 2003.

To ascertain and assess any reported significant changes in boarding arrangements.

To comment on any other relevant issues raised by the school.

INSPECTION METHODS USED AT THE VISIT

Inspection of relevant part(s) of premises

NO

Interview with senior staff member in charge

YES

Interview with other staff

NO

Discussion with children

NO

Individual interview with a child

NO

Visit foster/adoptive home

NA

Visit lodgings

NA

Interview foster/adoptive parent

NA

Inspection of relevant records

NA

Inspection of relevant policy/practice documents

YES

Children's survey

NA

Parent survey

NA

Placing authority survey

NA

Foster / adoptive parent survey

NA

Staff survey

NA

Date of Inspection

24/02/04

Time of Inspection

12:00

Duration Of Inspection

1.0

FINDINGS ON KEY ISSUES TO BE ADDRESSED AT ALL UNANNOUNCED, MONITORING AND FOLLOW UP VISITS

The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

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

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.		
Key findings/Evidence	Standard met?	3
<p>The school continues to consult with boarders in the ways identified in the report of the last inspection.</p>		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	2
<p>The Inspector was advised that the contact details for the Commission for Social Care Inspection (CSCI) will be included in the next annual publication (September 2004) of the written information about complaints which is given to boarders and their parents. Progress with this development will be reviewed at the next annual visit. The school had reviewed the language used in the written information given to boarders about complaints with the aim of ensuring that it is clear and consistent.</p> <p>Arrangements were in place to maintain a centralised record of any complaints in order to facilitate effective monitoring.</p>		

(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carers reporting procedures).		
Key findings/Evidence	Standard met?	2
<p>The school had reviewed the written Child Protection policy and a copy of the revised policy (dated January 2004) was made available to the CSCI following this visit. The revised policy did not, however, include all of the specific areas required to meet National Minimum Standards 3.2 and 3.4. The school will need to reflect on this and progress will be reviewed at the next annual visit. The policy's section on child-to-child abuse would also benefit from further development in order to clarify the circumstances under which a referral would need to be made to the local Social Services Child Protection service.</p> <p>Appropriate arrangements were in place to provide child protection training during the induction of new staff and to provide updating training for existing staff.</p> <p>The school had made appropriate arrangements to inform prefects and senior boarders about the action that they should take, in line with the school's Child Protection policy, if they become aware of any possible abuse.</p> <p>The school's revised Child Protection policy included a written procedure to be followed by staff in the event that a pupil is missing from school.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	3
The boarding staff team was unchanged from the last inspection. Based on the findings of the last inspection, the level of staffing was appropriate for the needs and ages of boarders.		

(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).		
Key findings/Evidence	Standard met?	9
This Standard is not applicable.		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

During this visit and in documentation provided after the visit, the school provided evidence that it had met, or was working towards meeting, all of the Recommended Actions from the last inspection. In addition to the findings reported below, a number of these developments are noted in Sections I – IV of this report.

The Statement of Boarding Principles had been reviewed and updated in order to reflect the direction and current practice in boarding at the school.

A Statement on the use of physical restraint had been included in the school's written policy on behaviour and discipline.

The school's written policy on complaints had been developed to include a procedure for dealing with any complaints made by parents.

At the time of the last inspection and following consultation with the Royal College of Nursing, the school expressed concern about issues of confidentiality arising from the requirement of the National Minimum Standards for school health records (as distinct from pupils' NHS records) to be monitored and signed by the Head or a senior member of staff. The school had been awaiting clarification from the NCSC in relation to this matter before fully addressing the related Recommended Actions from the last inspection. Advice is to be obtained by the CSCI and will be communicated to the school. On receipt of this guidance, the school will need to review its action plan and progress this issue with the relevant staff members.

Arrangements were in place for the regular monitoring of all of the areas of practice and records specified in National Minimum Standard (NMS) 23.1, Appendix 3, with the exception (for the reason given in the paragraph above) of the school's records of medication administration and treatment. This remaining issue will need to be addressed in the light of further guidance that will be provided by CSCI.

The Headmaster explained the action that had been taken to develop the staff recruitment process and related records to meet the requirements of NMS 38. However, the explanation given in discussion, about the detail of this process, still fell short of the expectations of the National Minimum Standards in a number of respects and, as such, needs to be further progressed.

The Inspector was informed that Hainault House had been substantially refurbished (following completion of repairs to the roof) and that the standard of accommodation was of a similar standard to the other boarding houses. The refurbishment was reported to have included total redecoration and replacement of the curtains, carpets and radiators.

The school had reviewed the appropriateness of the arrangement for the female GAP Student to share a bathroom with female Sixth Form pupils in Sandon Lodge. The Inspector was advised that the current GAP Student was younger than some of the boarders in Sandon Lodge and the school believed the current arrangements to be appropriate, taking into account the needs and ages of the boarders. The school is encouraged to keep these arrangements under review.

A number of other developments were discussed during the visit, most of which related to Good Practice Recommendations from the last inspection. These developments were as follows:

The school had plans to include specific reference to the school's Child Protection and Anti-Bullying policies in the next editions of the Handbooks provided for boarders and their parents.

The Inspector was advised of a range of appropriate actions that the school had already taken, or was planning to take, as part of its ongoing review of security precautions for the school site and, in particular, for accommodation used by boarders.

The school provided evidence of developments that had taken place in the weekend activity programme in order to offer a wider variety of activities for boarders remaining in school at weekends.

Guidance had been given to staff to improve consistency in the recording of 'minor' sanctions given in the boarding houses.

The Inspector was advised of the efforts made by the school to provide more opportunities for the Independent Listeners to visit the school and meet informally with the pupils. The school was also trying to find new Independent Listeners, however, this had so far proved to be difficult.

The School Chaplain was continuing to train and support a group of pupils who act as 'listeners' for their peer group, as part of the school's pastoral care arrangements.

FOLLOW UP OF PREVIOUS REQUIRED ACTIONS FOR UNANNOUNCED, MONITORING AND FOLLOW UP VISITS

Requirements from last Inspection visit fully actioned?

NO

If No, the findings of this inspection on any Required Actions not implemented are listed below:

REQUIRED ACTIONS

Identified below are areas not yet addressed from the last inspection report which indicate a non-compliance with applicable Regulations or Standards under the Care Standards Act 2000.

No.	Regulation if applicable	Standard	Required actions	
9		BS5	The contact details for the NCSC should be included in written information about complaints that is given to boarders and their parents. NMS 5.4	
10		BS15	Records of medication administration should be signed and monitored by the Head or a senior member of staff. NMS 15.12	
11		BS23	The school should ensure that the system for regular monitoring of areas of practice and records maintained covers all of the areas specified in NMS 23.1, Appendix 3.	
12		BS38	The school should develop the staff recruitment process and the related records (including gap staff), to reflect all the requirements of NMS 38.2.	

Action is being taken by the National Care Standards Commission to monitor compliance with the above requirements.

Compliance with Conditions of Registration (if applicable)

for Unannounced, Monitoring and Follow up Visits

(Establishments Registered as Children's Homes or Residential Family Centres, Independent Fostering Agencies or Voluntary Adoption Agencies only)

Providers and managers of registered services must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this Additional Inspection Visit.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT

The following further issues, not already identified in this report, were raised with the inspector, identified by the inspector, or discussed at this visit, with the conclusions identified below.

Issues raised by children:

No further issues were raised or discussed at this visit.

Issues raised by staff or carers:

No further issues were raised or discussed at this visit.

Issues raised by inspector:

No further issues were raised or discussed at this visit.

REQUIRED ACTIONS FOLLOWING THIS INSPECTION

REQUIRED ACTIONS

Identified below are the actions required following this Additional Inspection Visit, either outstanding from the previous inspection or identified subsequently or at this visit. Action is required on these areas within the given timescales in order to meet the statutory requirements under the Care Standards Act 2000, Children Act 1989, or applicable Regulations and National Minimum Standards.

No.	Regulation if applicable	Standard *	Requirement	
1		BS3	The school's child protection policy should be developed to include the information specified in NMS 3.2 and 3.4 and further detail in relation to child-to-child abuse procedures.	01/09/2004
2		BS5	The contact details for the CSCI should be included in written information about complaints that is given to boarders and their parents. NMS 5.4	01/09/2004
3		BS15	Records of medication administration should be signed and monitored by the Head or a senior member of staff. NMS 15.12	01/09/2004
4		BS23	The school should ensure that the system for regular monitoring of areas of practice and records maintained covers all of the areas specified in NMS 23.1, Appendix 3. This relates to the monitoring of school health records of medication administration and treatment.	01/09/2004
5		BS38	The school should develop the staff recruitment process and the related records (including gap staff), to reflect all the requirements of NMS 38.2.	Immediate and ongoing

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are any additional areas arising from this visit which relate to the National Minimum Standards and are seen as good practice issues to be considered for implementation.

No.	Refer to Standard *	Recommendation Action

Note: Standard code is in respect of the relevant service; e.g.
BS = Boarding School, CH = Children's Home, etc

INSPECTOR'S DECLARATION

(where applicable)

Lead Inspector David Downes **Signature** _____

Date 04 August 2004

Public reports

It should be noted that all inspection reports are public documents.

PROVIDER'S RESPONSE

Registered Person's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 24th February 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the NCSC in response to provider comments:

Amendments to the report were necessary

NO

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider both views will be made available on request to the Area Office.

Please provide the Commission with a written Action Plan by 28th May 2004, which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

Provider has declined to provide an action plan

Other: <enter details here>

Public reports

It should be noted that all NCSC inspection reports are public documents. Reports on children's homes are only obtainable on personal application to NCSC offices.

PROVIDER'S AGREEMENT

Registered Person's statement of agreement/comments: Please complete the relevant section that applies.

I _____ of _____
confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the required/recommended actions made and will seek to comply with these.

Print Name _____

Signature _____

Designation _____

Date _____

Or

I _____ of _____
am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____

Signature _____

Designation _____

Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.