



Making Social Care  
Better for People

# inspection report

## BOARDING SCHOOL

### **Ashford School**

**Ashford School  
East Hill  
Ashford  
Kent  
TN24 8PB**

*Lead Inspector*  
William Wallace

*Follow Up Visit*  
30th January 2006 10:00

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

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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](http://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](http://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

<b>Name of school</b>	Ashford School
<b>Address</b>	Ashford School East Hill Ashford Kent TN24 8PB
<b>Telephone number</b>	01233 625171
<b>Fax number</b>	
<b>Email address</b>	rylands@ashfordschool.co.uk
<b>Provider Web address</b>	
<b>Name of Governing body, Person or Authority responsible for the school</b>	United Church Schools' Trust
<b>Name of Head</b>	Mr M Buchanan
<b>Name of Head of Care</b>	Miss E Spittall
<b>Age range of boarding pupils</b>	<b>10 - 19</b>
<b>Date of last welfare inspection</b>	6,7,8 December 2004, 2 January 2005 & 27 February 2005

## **Brief Description of the School:**

Ashford School is situated in Ashford, Kent. The school is close to the Euro Star terminal at Ashford and the ferry ports at Dover and is easily accessible by road and rail from the major London airports.

The school was founded in 1895 and operates through a charitable trust, the United Church Schools' Trust, administered by a Board of Governors. The school, which provides education for both day and boarding pupils, has a good reputation for academic and sporting achievement and attracts students from all parts of the United Kingdom as well as countries worldwide.

The school has recently amalgamated with a boys' preparatory school and a new headmaster, Mr. Michael Buchanan, has been appointed. The intention is to introduce boys into boarding from September 2007 onwards.

At the moment, there is boarding provision for about ninety girls, between the ages of ten and nineteen. Over ninety percent of boarders are Chinese. The school aims "to provide a friendly and homely environment where a girl can develop her individual interests and talents and, at the same time, discover both the pleasures and responsibilities of living as a member of a community."

Since the previous inspection Alfred boarding house has been closed. In addition to Brabourne, a purpose built boarding house, refurbishment has taken place and another house, Brooke/Refuge, has been opened.

## **SUMMARY**

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

This focused inspection followed the previous inspection in December 2004 and was conducted by lead inspector, William Wallace and BSPI, Carol Evans. The main purpose was review progress made on the recommendations of the previous report.

The inspectors met with the headmaster, senior boarding staff and some of the governors in an atmosphere of full co-operation and openness. A full and detailed action plan, showing the progress made since the last inspection was provided: where verified, this information is given in the following report. What is evident from this inspection is that there are a number of missed deadlines from the last inspection, and a considerable number of outstanding recommendations remain, although a significant amount of progress has already been made since the last inspection, most notably in the medical centre. There are proposed plans in place in all areas to ensure that all standards will be met in the future. However, a key recommendation was that all essential information should be translated, given the high proportion of Chinese boarders. The inspectors understand that the new headmaster wishes to review all documents and that it would be a waste of resources to translate them until this is done. Nevertheless, it is cause for concern that financial provision for the cost of translation is not scheduled until 2006/2007, when at

least two more annual intakes of overseas students will have taken place. The inspectors were also concerned that recommended actions regarding welfare plans and staff recruitment procedures have not been implemented within the required timescales.

There was a tour of the new boarding provision and the temporary medical centre. Key personnel were interviewed and policies, procedures and other relevant documents were scrutinized. Prior to the inspection, boarders completed a questionnaire about their boarding experience for the commission for Social Care Inspection.

The inspectors met with the majority of the boarders, in group meetings and at lunch. There was one individual meeting with a boarder who is in the Prep School, as she was not available for an earlier group meeting without inconvenience to her. There were no major problems mentioned, although the food and plumbing were both raised in a number of meetings. Food was also raised as a major concern in the Boarders' Survey.

Inspectors are very aware that this was an inspection that focused on the outstanding matters from the previous inspection only. However, they would like to stress that, despite the concern about missed deadlines, the inspectors are confident that the headmaster and the board of governors are committed to putting mechanisms in place to ensure that the National Minimum Standards are met.

The school's action plan greatly assisted the inspection process in identifying the areas in which progress had and had not been made. The Commission is, therefore, happy for the school to continue to provide updates on its progress against the recommendations contained within this report. This will help determine what if any inspections are required within the next three years. This report is intended to go into great detail in order to assist the school with progressing its action plan.

### **What the school does well:**

There were very few incidents of bullying. Less than 2% of boarders said they had experienced any bullying, which is considerably lower than the national average, and is to be commended. Every boarder has access to the internet and has her own email account. Boarders spoke appreciatively about the housemistress in Alfred and the assistant housemistress in Brabourne. All the boarders co-operated fully with the inspection process and were friendly and courteous.

### **What has improved since the last inspection?**

The Child Protection policy has been updated and staff have received training in Child Protection. Wake up duty is no longer used as a punishment. The Complaints' Procedure has been reviewed and made available to parents and mechanisms have been put in place to investigate and record all complaints. Boarding staff have received some specific training. The organisation and operation of the Boarders' Council has been reviewed. Medical provision has been overhauled, in terms of staffing, policies and procedures, the care of boarders ill overnight, the support for boarders with health and personal problems and the records kept. Termly audits of punishment books, risk assessments, complaints and accidents have been introduced, though these should be monitored at least twice termly. Boarders are able to comment on food provision directly to the catering staff. Drinking water is now accessible in Brabourne overnight. Some repairs to the kitchen area have been completed. The rubbish bins have been relocated and the grounds have been cleared of rubbish. Prefects are no longer used as staff substitutes. CRB checks are recorded in staff files. Boarding accommodation has improved and boarders have exclusive use of their bathrooms. The use of external consultants for risk assessments and increased security for trips and activities have been reviewed and recommendations enacted. Job descriptions and training for prefects have been introduced. Incidents of theft are being investigated. Parents have been issued with new consent forms. A number of girls said they were happier.

## **What they could do better:**

The areas which still need attention are: the translation of all essential documents relating to boarding; the reviewing of the policy on discipline, punishment and reward for boarders; the introduction of a School Council; the provision of welfare plans for all boarders who require them; further training for boarding staff in the management and practice of boarding; the completion of food profiles for the catering staff; the recording of concerns expressed by the catering staff about individual boarders; the replacement of cutlery and crockery, wooden benches and tables and the renewal of the floor area in the dining room; the provision of additional boarding staff; the documentation of staff induction and appraisal for all staff; the completion of the review of consistency of practice across boarding houses; the completion of all staff CRB checks; staff training on risk assessments and the development of risk assessment exemplars; staff recruitment procedures.

The school should ensure that all essential documents are translated into the required languages and made available to boarders and parents/guardians as a matter of urgency.

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](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Recommended Actions identified during the inspection

# 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)

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

7; 15; 16; 17; 24; 25; 48

The health of the boarders is being promoted due to very significant improvements in the school's medical centre. However, the lack of welfare plans still needs addressing and the quality and variety of the catering provision needs further review.

## **EVIDENCE:**

### NMS 7: Boarders' health records

There are now health records for all boarders. There is a new medical questionnaire comprising seven A4 sheets. This includes registration information for boarders, medical information for off-site activities, consent for specific "over the counter" medicines and allows for competent self-consent. The consent for medication lists twenty-four medicines, ointments and creams for parents to sign for or cross out. When a parent/guardian has not returned the consent form, the boarder is only given treatment if the doctor assesses her to be able to self-consent.

Student welfare and welfare plans are referred to under NMS17.

Greater sensitivity is required so that personal information about boarders is not generally made known without their specific consent.

## NMS 15: Medical treatment and first aid

The medical centre has moved to a temporary location on the first floor but provision has been made for ground floor treatment if required. Because the building is locked, nursing staff have to go up and down the stairs every time a pupil needs them, which can be fifty times a day. The school is asked to explore an alternative solution. There is a treatment room, which is attractively and comfortably furnished so that it is suitable for counselling, a consulting room and single bedrooms.

There are now two new, fully qualified permanent nurses and one temporary nurse. Current pin numbers were seen for two of the nurses. A doctor attends the school every Monday morning and is in regular contact with the nurses. The medical centre hours are: Mondays 8.30a.m. to 4p.m., Tuesdays 9a.m. to 4p.m., Wednesdays 9a.m. to 2.30p.m. & 1.30 – 4p.m., Thursdays 9a.m. to 2.30p.m., Fridays 9a.m. to 2.30p.m. Outside these hours boarders have access to first aiders. All the boarders are registered with Sydenham House Medical Centre. They have all had medical checks and are due to have immunisations where necessary. The rate of those immunised against Meningitis C has increased from 10% to 72%.

A new form, giving consent for the school to administer first aid and appropriate non-prescription drugs was sent out in October 2005 to every pupil, day and boarding. Medical staff have experienced difficulty in getting some returned but all boarders new in January have returned them. If a form has not been returned, the boarder will not receive treatment unless the doctor deems them capable of self-consent. The form is in English, as is the medical questionnaire, but one of the nurses is using translations she has acquired from asylum seekers' forms as a temporary measure.

The following documentation was seen: record of medicines for self-administration by boarders; a protocol for the assessment of boarders for self-medication; a list of boarders with known drug allergies/medical conditions; a list of boarders with food allergies; 5 rights of administration of medicine; certification that Dr. Kim Gardiner has read and approved all the school's policies, procedures and protocols for the administration of medicines; an administration of medicine policy; a procedure for the administration of medicines, including how to avoid medication errors and dealing with errors in the administration of medication; a Safemed drug error reporting form; individual protocols for the administration of the following; paracetamol, ibuprofen, throat lozenges, simple linctus, Anthisan cream, Rennies, Bonjela, Savlon, Witch Hazel, Calamine lotion, E45 cream, Stugeron tablets and Loratidine; a document produced by Opus Pharmacy Services on the Care and Control of Medicines in Boarding Schools; drug recording/prescribing loose leaf forms; a proforma record of medicines administered to boarders by boarding staff; staff training record for the administration of medicines; a disposal of medication form; a request form for a child to carry his/her own medicine;

order lists for medicines and bills and receipts; Department of Health "Medicines for Children and Young People"; copies of boarding sheets, loose leaf, for medication given out. (There seem to be two different sheets in operation for Brabourne.)

Loose-leaf sheets should not be used for medication recording; a hardback bound copy should be used.

A list of specimen signatures to identify those administering medicine was seen.

The doctor and nurses are working on the protocols with the boarding staff. There has been some training for resident boarding staff to enable them to adapt to the new systems. Some boarding staff and the nurses have attended a training session for the administration of medicine and another session is planned.

Girls are asked about Chinese medications at their initial assessment and told that all such medication must be given to the medical centre.

Appropriate equipment has been purchased for both the boarding houses and the medical centre, including 3 medically approved drugs cabinets; a fresh water fountain; a microwave to heat hot packs; a height adjustable hydraulic/electric couch surrounded by a screen; extra first aid kits and blood and bodily fluids spillage kits.

As will be seen above, a considerable amount of work has been done and much has been achieved in a very short period of time, the nurses having only been appointed in September 2005. The nurses are very keen to establish an open atmosphere at the centre and are working with the boarding staff to improve the care offered to the boarders. The inspectors were very impressed with the amount of documentation which has been produced and the level of care which is being delivered to the boarders.

#### NMS 16: Care of ill boarders

Boarders who are ill during the day can rest in the medical centre. Those who are well enough at the end of the school day are sent back to the boarding house and boarding staff are advised as to the appropriate treatment. Should boarders require overnight care, the school has arranged for a nurse to sleep over in the medical centre to care for them.

#### NMS 17: Management of health and personal problems

There are weekly, minuted boarding meetings attended by the boarding and medical staff when health and personal problems are discussed. Student

welfare is a standing item on the agenda for the Leadership and Pastoral teams, staff meetings and governors' meetings. The medical centre provides daily information to the boarding houses about boarders who have attended the centre that day and boarding staff reciprocate about boarders who have become ill outside hours. Boarders who are homesick are supported and that is recorded.

There was a Recommended Action for the formulation of welfare plans in the last inspection report, with a timescale of 30/09/2005, giving the school eight months for welfare plans to be put into place, but the school has put the deadline back until May 2006 and did not ask for assistance in formulating welfare plans until January 30<sup>th</sup> 2006. On February 27<sup>th</sup> an inspector saw some welfare plans "in preparation". There are two forms, one to gather information on admission to the school and one action plan. The latter did not include a detailed action plan to disseminate to staff on a "need to know" basis to ensure consistency of approach. The inspectors are concerned that welfare plans are still not in place for boarders who need them, as this was viewed as a matter of urgency at the last inspection.

#### NMS 24: Catering

The Boarding Council also acts as a Catering Committee and the headmaster attends meetings. The school believes that food has improved at lunchtime during the week, when day girls are there, but acknowledges that there are still problems at weekends. The staff and boarders are asked to check on the meals every day and concerns have been raised. Information goes to the external caterers. There are no restrictions now on any combinations of food.

Meals were described by boarders as "no better" or "a little better." There were complaints about "poor rice", insufficient portions, food which is not hot enough, very greasy sausages, and fish fingers still being provided for breakfast, but the main complaints focused on the evening meal, described as "very poor." Some said they would prefer rolls; they like the baguettes. They also like the soup option but would like a greater variety of soups on offer throughout the week. There is not always a hot vegetarian option, sometimes only salad. The inspectors were told that the range of vegetarian options is to be increased. Boarders acknowledged that they could complain to the Boarding Council, and that some things change as a result, but said that no reasons are given about things which do not change.

Boarders with allergies are known to the catering staff, who have been provided with photographs. However, there was a comment that catering staff sometimes use the same spoon for more than one food and that one girl with an allergy became ill as a result. Complete food profiles are still being prepared.

Wooden benches and tables have been refurbished and are included in capital items for replacement for 2006/2007. The renewal of the dining floor area will happen "as soon as finance allows." The laminated boards above serving areas have been repaired, the cracked floor tiles in the kitchen area have been replaced and the door frames in the main kitchen area have been repainted. Some cutlery and crockery has been replaced and the school is intending to move from plastic to china crockery and glassware. Although the dishwasher has been replaced, cutlery seen by the inspectors was not clean. The refuse bins have been relocated and the exterior of the Refectory has been cleared of rubbish and redundant equipment.

The catering staff have received Child Protection training.

#### NMS 25: Drinking water and snacks

Bread, fruit and yoghurt is provided regularly in the boarding houses now and boarders confirmed that there is enough food for snacks but that some boarders take all the fruit. They would like a greater variety of fruit – kiwi fruit and grapes were mentioned – but think that the distribution of fruit should be controlled.

The water cooler in Brabourne has been re-situated so that it is accessible after the common room has been locked for the night. The cooker in Brabourne has been reconnected.

#### NMS 48: Accommodation for sick pupils

This accommodation is only temporary but attempts have been made to brighten the surroundings. However, the single rooms are very sparsely furnished and there is a lack of any real comfort or entertainment, such as a television, for a recovering boarder, or one who needs to be isolated.

# 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)

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

3; 4; 5; 13; 38; 39; 41; 47.

Whilst most of the outcomes are met, the boarders' safety is not assured when robust staff recruitment procedures are still not in place and the Child Protection Policy and procedures need further reviewing.

## EVIDENCE:

### NMS 3: Child protection, response to allegations

The Child Protection Policy has been updated to include the requirement to report allegations of abuse to Social Services with 24 hours. Senior staff have done the NSPCC distance-learning course and the Child Protection Officer has done BSA training. In-school meetings have taken place to explain the basic

principles and procedures to the senior school teachers, the cleaning, catering and boarding staff, with one exception of the latter, whose training is planned. The governors are to receive this information early in 2006. A card has been produced and issued to all non-teaching staff, which gives contact details for raising concerns with the Child Protection Officer. A summary of training has been provided for all teaching staff. Attendance at meetings has been recorded on staff files. Senior staff and the local governing body are aware of the requirement to report a child protection concern within twenty-four hours and to provide Social Services with full information. However, it is not clear whether all staff, teaching and non-teaching, are aware of this requirement. The school was told that Kent County Council will be launching a training scheme within the next six months, which the school could access.

The Child Protection Policy has a requirement that staff should write up notes "at least within 24 hours." It would be advisable if staff were asked to write up notes immediately to ensure maximum recall.

There is a paragraph within the policy which seems to suggest that a child making an allegation against a member of staff should be treated differently.

"A teacher hearing an allegation against another teacher should aim to involve the child in any decision to take the allegation further. Where a child says that he or she does not wish to take the matter further, very careful consideration should be given to the age and understanding of the child and whether the child or others may be at risk of significant harm. While acknowledging the need to create an environment conducive to speaking freely, teachers should make it clear to pupils who approach them asking for complete confidentiality that, in some circumstances, teachers would be bound to pass on what they were told."

Allegations against members of staff should be treated in exactly the same way as any other allegation and the child should not be involved in any decision as to whether the allegation should be taken further. Any allegation should be taken seriously and Social Services contacted for advice as to how to proceed.

The Child Protection Policy does not contain an explicit requirement for staff to report any concern or allegation about school practices, or the behaviour of colleagues which are likely to put pupils at risk of abuse or other serious harm, to a designated member of staff or the Commission for Social Care Inspection. Such a requirement should also provide immunity from retribution or disciplinary action against such staff for "whistleblowing" in good faith, as per standard 3.4.

No policy for searching for, and reporting if necessary, missing pupils was seen.



Any folder which contains child protection issues is now marked with a red dot. The Child Protection folder contained five files, all labelled and sealed. Apart from one, which had been raised at the previous inspection, the files recorded the issue surrounding the boarder but did not give any information about follow up or on-going support given to the boarder. From the folders it would seem that the school records child protection issues but then does not follow through with any action or action or welfare plan. All the boarders who have child protection files should have a welfare plan as a matter of urgency.

There was evidence in the Child Protection folder that on one occasion Social Services had failed to get back to the school after 3 phone calls. Should Social Services fail to respond to a child protection issue, the school is asked to contact the Commission for Social Care Inspection immediately.

NMS 4: Behaviour, discipline, punishments, rewards and restraint.

The school is looking at sample disciplinary policies prior to rewriting their own policy. They acknowledged that the area of "rewards" needs further consideration.

There is now a Policy on the Use of Restraint. This advocates "the use of holding skills...whereby a minimum of two people attempt to use physical holds to limit or restrict an individual's ability to move." Situations may arise when only one person is available. There is no information given as to where and how to hold an individual and staff have received no training in the use of restraint.

There is a paragraph which says that physical interventions can be used "where violent or reckless behaviour is predicted" in order "to minimise the level of potential harm." Physical Restraint used in this way could be seen to be provocative. Physical Restraint should not be used as a precautionary measure.

The Punishment Books for Brooke and Brabourne were seen. The former started in October 2005, the latter in November 2001. There were inconsistencies in the punishments within houses and between houses and the punishments given by Brabourne seemed stricter. The inspectors were pleased to learn that Wake up Duty has ceased being used as a punishment. There was no evidence of monitoring of these or the Stipes and Commendations book.

NMS 5; Responding to complaints

The Complaints' Procedure has been reviewed, checked against the United Church Schools' Trust and reissued to all parents and guardians. Although it is a procedure for day and boarding pupils, it does not address boarders' specific

needs. It tells pupils to talk to their form tutor in the first instance, but does not tell boarders what to do should a serious incident arise outside of school hours or at weekends. There is no information given to enable boarders to contact outside agencies, e.g. telephone numbers for Childline, the NSPCC and the Independent Listener. The Complaints' Procedure should give the telephone number of the local office of the Commission for Social Care Inspection.

The procedure is not available to or appropriate for boarders. The inspectors asked that a simple, appropriate Complaints' Procedure be made available to boarders, in their own language, which includes outside help-lines, and includes the address and telephone number of the Independent Listener and the local office of the Commission for Social Care Inspection. The inspectors are concerned to see that the allocation for the funding of translating the Complaints' Procedure for boarders is not until 2006/7, despite this being a Recommended Action in the last report, with a timescale of 30<sup>th</sup> September 2005.

There is a Complaints' Book in each boarding house, which is reviewed at boarding meetings. Each item is checked by the Head of Boarding. All complaints are to be investigated and written accounts kept of the investigation and outcome. All formal complaints are to receive a written response. There is a Boarding Council and meetings are attended by a member of the Leadership Team. There is also a system to provide a suggestion/comments box and a letterbox has been provided. However, the introduction to this system is to form a part of the Student Council, which is itself not going to be in operation until September 2006.

The Concerns and Complaints Books were seen for Brooke and Brabourne. All issues, mainly involving plumbing and maintenance, had been resolved. One book, Brooke, had been monitored but not dated.

The Parents' Complaints' folder was seen, consisting of complaints received since 2003. Six complaints were seen, two of which were dealt with to the parents' satisfaction. There were no outcomes or responses seen in the other four cases. In two cases where parents had said they were withdrawing their daughters from the school, there was no indication on file as to whether this had occurred. One case, known to the inspectors, was not present in the folder.

Notes for parents entitled "Dealing with a Complaint" relates to day pupils rather than boarders. Attending a panel meeting poses different problems for parents living abroad.

Regular surveys will be conducted for the school by outside consultants: these will form part of the school's approach to improvement in dealing with complaints.

Complaints which were made during the inspection have been detailed under the specific standards.

#### NMS 13: Prefects

Prefects are no longer used as substitutes for staff on the duty rota. According to the school's action plan, there are now job descriptions for prefects and they are briefed on their role and have received some training which includes how to contribute to the school's anti-bullying practice and how to respond to allegations of serious bullying or abuse. The Boarding Captain's duties, which were seen, does not include the need for child protection training or information about the anti-bullying policy.

#### NMS 38: Staff recruitment and checks on other adults

This standard was deemed a major shortfall at the previous inspection and it is a cause of grave concern that it remains so, despite a Recommended Action deadline of 30.09.2005.

The staff files looked at were all of staff appointed since the last inspection. Six files were looked at in detail and a further four were looked at briefly. No file complied with the National Minimum Standards. The following areas were found to be missing: identity checks; requests for reference which were either not seen or which did not ask referees "to state any known reason why the person should not be employed to work with children and that there should be no material mis-statement or omission relevant to the suitability of the applicant;" references which did not address the previous statement specifically where it had been asked; one gap student had no references and the other had only open testimonials; one email reference was followed up with a paper copy of the email which was not on headed notepaper. There was no verification of references; record of interviews; proof of qualifications; contact with previous employers or explanation of gaps in employment history.

It is of concern that four of the staff had started work at the school before their CRB checks had been received and that these included the three school nurses.

A pin number was noted for two of the nurses but not the third.

In one case the references seen were 18 months out of date and referred to an earlier application had been unsuccessful.

### NMS 39: Adult access to boarders and accommodation

This standard was deemed to be a major shortfall at the previous inspection and it is cause for grave concern that it remains so, despite a Recommended Action with a deadline of 30.03.2005.

As noted in the previous standard, four members of staff appointed since the last inspection have been allowed to start work without their CRB checks having been received. None of the nurses were CRB checked when they started work.

It is not known whether the Independent Listener has been CRB checked or whether adults taking games and outdoor activities, not directly employed by the school, have been CRB checked by the school or another employer, e.g. an outdoor pursuits centre.

Records for all staff are being checked and gaps filled. All boarding staff have CRB checks. CRB forms have been submitted for a few long-standing peripatetic members of staff who only have List 99 clearance at the moment.

School documentation indicates that CRB certificates will be shredded after 6 months. These should be kept in case they are required at inspection.

### NMS 41: Access to and security of accommodation

The school has further increased the security of the school by the addition of electronic gates. The new boarding houses are secure. The inspectors were pleased to learn that the provision of new accommodation means that the issue of the girls' toilets in Alfred being used by junior boys and a male member of staff is no longer relevant.

### NMS 47: Safety hazards and risk assessment.

There was a Recommended Action that Health and Safety risk assessments should be reviewed and further developed alongside appropriate policies, procedures and practice guidelines and accountability within the organisation, with a timescale of 30/09/2005. A consultant from Oxford Safety and Risk Management visited the school in November 2005 and the report was received in December. The recommendations of the report are being enacted over the remainder of the academic year. It is of concern that an area which involves risk assessments for boarders has not been complied with within the specified timescale.

The Ashford Health and Safety Policy was reprinted in September 2005. This includes a list of areas of responsibility. The Head has overall responsibility on site.

There is a Safety Procedure Manual which covers 39 different areas, including risk assessments. The procedures seen were in the main generic rather than specific to Ashford School.

The inspection and testing of portable electrical equipment says that pupil-owned "domestic type" of electrical appliances should be tested in September and that equipment bought outside the EC may not be used without permission from the Head. Electrical appliances should be tested before they are used. The policy needs to specify that electrical appliances may only be brought to school in September each year or that new appliances will be tested when they are brought to the school.

Under Games and Activities, it does not say that those supervising pupils on their own must be CRB checked.

There is a Premises Management System folder. There are risk assessments for a cookery club and for the girls' use of kitchen facilities but there is no detailed information about each hazard, e.g. knives or an electric mixer, just general grouped responses. There are two very detailed risk assessments for trampolining and catering.

An Accident Register was seen, dated from January 2005 to February 2006. This was on loose leaf paper. More detailed information is needed in order to prevent similar accidents in the future if risk assessment is involved. Locations need to be specific e.g. "path" "rough ground." There is no indication about treatment for accidents, just an indication about hospital attendance. There are lots of gaps about causes of accidents and recommendations e.g. why and how did pupils spill acid on their hands and what steps have been taken to prevent future occurrences?

School Visits: Detailed forms were seen which, though generic, covered all aspects. General and medical information was required for each pupil and consent required for medical treatment, including anaesthesia. There is a parental consent form. Although it is implied that CRB checks are required in Appendix C, that appendix does not include such a requirement.

Risk assessments seen were rather brief. Trips to Silver Spring, Battlefields and Chatham Docks did not include lists of pupils, so no information was seen about particular medical or catering needs.

A Report on risk assessments prepared by Mrs. J. Stevenson of Oxford Safety and Risk Management, dated 20.10.2005, was seen. This requires an Asbestos Management Plan ASAP, notes that audits of food safety and health and safety should be supplied annually to the Estates Manager and that the Catering Contractors had produced a health and safety risk assessment, dated 2.6.2005, which appeared not to be comprehensive. It notes that a Crisis

Management Plan has been committed to writing and is being updated and says that the recording of induction training should be introduced.

## **Enjoying and Achieving**

**The intended outcomes for these standards are:**

- Boarders have access to a range and choice of activities.(NMS 11)
- 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)

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

18

Although the school has made some progress, more needs to be done to ensure that all aspects of the boarding experience are enjoyable and enriching.

### **EVIDENCE:**

NMS 18: Discrimination and equal opportunities

A boarders' forum has been instituted to encourage integration. House Drama events provide a good opportunity to develop relationships and the Halloween and Christmas parties allowed many day pupils to experience an event put on by boarders. However, there was a complaint that girls who wished to buy food to celebrate the Chinese New Year were refused permission to do so. Although it is acknowledged that the Chinese New Year was at the weekend, it seems a pity that the school did not do something to celebrate the occasion, given the high number of Chinese boarders.

Church attendance is now optional for those of other faiths.

The school has taken steps to ensure that new boarders have an adequate standard of English when they join the school. There is now a requirement that boarders speak English in lessons, which should facilitate improvement of their use of English. Inspectors observed that tables at lunch time still seem to be based on nationality, although accept that this is the boarders' choice. No boarder commented about racist remarks during this inspection.

## **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 receive personal support from staff.(NMS 14)
- 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)

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

12; 36.

There are more formal opportunities for boarders' views to be secured but some aspects need further consideration. Not all members of staff are perceived as being life-enhancing by the boarders.

### **EVIDENCE:**

#### **NMS 12: Securing boarders' views**

There is a Boarders' Council, which meets termly and is attended by the headmaster. This also acts as a catering committee. Members are elected by secret ballot. Once a term a governor attends and the staff withdraw so that boarders have direct, private access to the governor. There are also weekly boarders' meetings. The latter seemed unsatisfactory, timed as they are just prior to the evening meal and held in the dining room, with the sounds and smells of dinner all pervasive. These meetings are very noisy and perceived to be "one-way," with no opportunity for boarders to participate. The one meeting held in Brabourne common room was felt to be more agreeable and to give girls a more appropriate setting in which to make contributions. The new prefect body will be required to set up a pupil council, which will be for boarders and day pupils. Boarders have the opportunity to raise issues at

Boarding Council meetings or via the complaints' books. A suggestions box is to be introduced when the Student Council commences.

#### NMS 36: Staff/boarder relationships

Since Alfred has been closed all the boarders are in two houses. The school believes that the situation has improved because there are regular and more focused meetings but acknowledges that more work is needed.

Boarders were appreciative of the housemistress and assistant housemistress but there were complaints of reasonable requests being refused by another member of staff for no apparent reason.

## 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)

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

40; 42; 44; 45

With the closure of one boarding house, Alfred, and the refurbishment and opening of Brooke/Refuge in addition to Brabourne, the outcomes for these standards are now fully met and the accommodation offered is of a good standard.

### **EVIDENCE:**

#### NMS 40: Boarding accommodation

With the closure of Alfred boarding house and the opening of Brooke/Refuge there is not the disparity between boarding house accommodation which was apparent at the last inspection. There were minor complaints that



maintenance basic maintenance work takes too long. A broken blind and a broken radiator knob, reported the previous term, had not been repaired.

#### NMS 42: Sleeping accommodation

The alteration in boarding provision, as described above, means that this standard is now met. Girls appreciate that they can now choose with whom they share rooms.

#### NMS 44: Toilet and washing provision

Boarders are appreciative that the "5 minute" shower slot has been removed, that the new shower times are working really well and that most of the showers are now "really good," though there were complaints about some. Only one toilet seat is reported as "still wonky" on the third floor of Brabourne.

# 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 placed in lodgings is safeguarded and promoted.(NMS 51)
- The welfare of boarders is safeguarded and promoted while accommodated away from the school site on short-term visits (NMS 52)

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

1; 8; 10; 23; 31; 34; 35; 52.

Although the school has made some progress in addressing the Management standards, there is still a substantial amount to be done before the required outcomes are met.

## **EVIDENCE:**

NMS 1: Statement of boarding principles and practice

There was a recommended action in the last report that the school "ensure the documentation that is essential to persons resident and such parties with parental responsibility be made available in a language that can be understood." The timescale for action was 30/09/2005. This has not been done. The inspectors understand that the new head wished to review all the policies before having them translated but feel that this has not been

addressed as a matter of urgency as the allocation for funding the translation costs will not be until September 2006 at the earliest. Since the last inspection report, two more intakes of overseas students will have taken place before the translations are available. This is felt to be unacceptable and the school is asked to reconsider the timescale for this. The recommended action is repeated in this report.

The school is awaiting the publication of a new prospectus and information booklet. The inspectors trust that this will include information about boarding and the diversity of religion and culture within the school.

The Child Protection policy has been updated but needs further reviewing, as detailed elsewhere in this report.

#### NMS 8: Management and development of boarding

The school's long term plan for boarding is to appoint someone who will take a strategic overview of boarding and will make boarding more vibrant than is currently the case.

The school is planning for surveys to be done on all issues by an outside body next year. This will include welfare. Boarding staff have received training in Child Protection, some areas of medical training and the National Minimum Standards. One has been on a course about the needs of international students. However, no one has received training in the management and practice of boarding, as per a recommended action with a timescale of 30.10.2005.

#### NMS 10: Organisation of boarding houses

The age range of the boarders at the school is from ten to nineteen years. At the moment all are girls, although boys are to be introduced from 2007 onwards. There is only one boarder in year seven. At the last inspection there were two boarding houses, Alfred and Brabourne. Since then Alfred has closed and Brooke/Refuge has opened. The standard of accommodation is, therefore, more uniform than previously. The staffing rotas have changed and the assistant housemistress of Brabourne is now spending the majority of her time in Brabourne. Both the housemistress of Brooke and the assistant housemistress of Brabourne were spoken of warmly by the girls.

#### NMS 23: Monitoring of records

There was a recommended action with a timescale of 30/08/2005 that records of risk assessments, major punishments, complaints and accidents are monitored at least twice a term by the head or a designated senior member of

staff. In the school's action plan the head is to monitor the specified areas once a term with a timescale of January 2006. The standard specifies "at least twice a term" and this should be put into immediate effect.

#### NMS 31: Supervision of boarders

There has been additional staffing in the boarding houses and the prefects are no longer used to substitute for staff on the duty rota. Staff duty rotas indicated that there are normally two members of staff on duty, except on three weekends when there was only one. The school is finding it difficult to recruit enough members of staff to do additional boarding duty but acknowledges the need for more adult company for boarders. The restructuring of the boarding staff is being considered and will occur as finances allow. The introduction of boys into boarding from 2007 onwards will require additional staffing.

#### NMS 34: Staff job descriptions, induction, supervision, training

The headmaster is conducting a review of staffing across the school, which includes boarding, so job descriptions are in the process of being reviewed. According to the Action Plan "Staff are being inducted as appropriate" but, in the staff files seen, only the Gap Students and one nurse had received child protection training and the former had attended a BSA Induction and Training for Gap Students course. No other evidence of induction or CP training was seen.

No formal supervision takes place but the head has weekly meetings with the head of boarding. The boarding staff meet each week to review practice and have informal discussions at most meals.

UCST are preparing an Appraisal Policy for use in all its schools but this is for teaching and does not seem to have a boarding provision. A pilot is taking place at Ashford Pre-Preparatory School but the time factor for this is not known.

All boarding staff, except one, have received in-school training in Child Protection. They have received training in "medical matters" and the National Minimum Standards. One has attended a conference on the needs of international students. Some boarding staff have been on an Opus Pharmacy Services training for the handling and administration of medicine and a further training day is planned. Training for senior boarding staff is still needed in the practice and management of boarding.

#### NMS 35: Staff guidance on boarding practice

The previous inspection identified a number of areas as needing further development and inclusion in the staff hand book. Still outstanding, either

wholly or in part, are: the safeguarding and promotion of welfare; sanctions; disciplinary and restraint policies; complaints by boarders; missing pupils/boarders policy and procedure; whistleblowing policy.

The staff disciplinary procedure should include provision for precautionary suspension of staff where necessary pending investigation or final decision following allegations. It should also include provision for guidance and support to staff during suspension or investigation while allegations against them are being investigated.

#### NMS 52: Off-site accommodation and exchanges (short term)

The new medical questionnaire includes medical information for off-site activities. There was a recommended action, with a timescale of 20/09/2005: that the school reviews and updates its risk assessment and planning procedures with regard to planning trips and activities in line with the recommendations indicated in this standard. This deadline was not met but the Oxford Safety Risk Management consultant has completed a review and its recommendations are now being enacted. This should be done as a matter of urgency.

# 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>
<b>6</b>	(3)
<b>7</b>	2
<b>15</b>	2
<b>16</b>	3
<b>17</b>	2
<b>24</b>	2
<b>25</b>	3
<b>48</b>	2
<b>49</b>	(3)

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
<b>2</b>	(4)
<b>3</b>	1
<b>4</b>	2
<b>5</b>	1
<b>13</b>	3
<b>22</b>	(9)
<b>26</b>	(3)
<b>28</b>	(9)
<b>29</b>	(3)
<b>37</b>	(3)
<b>38</b>	1
<b>39</b>	1
<b>41</b>	3
<b>47</b>	2

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
<b>11</b>	(3)
<b>18</b>	2
<b>27</b>	(3)
<b>43</b>	(3)
<b>46</b>	(3)

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	2
<b>14</b>	(3)
<b>19</b>	(3)
<b>21</b>	(3)
<b>30</b>	(3)
<b>36</b>	2

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
<b>20</b>	(3)
<b>40</b>	3
<b>42</b>	3
<b>44</b>	3
<b>45</b>	(3)
<b>50</b>	(3)

# SCORING OF OUTCOMES

## Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	2
<b>8</b>	2
<b>9</b>	(3)
<b>10</b>	3
<b>23</b>	2
<b>31</b>	2
<b>32</b>	(3)
<b>33</b>	(3)
<b>34</b>	2
<b>35</b>	2
<b>51</b>	(9)
<b>52</b>	2

Are there any outstanding recommendations from the last inspection? YES

### **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	BS1	To ensure that all documentation which is essential to boarders and those with parental responsibilities is made available in a language which can be understood; that this recommendation is regarded as a matter of urgency;	30/08/06
	BS3	That the Child Protection Policy is reviewed as detailed below.	30/08/06
	BS3	That the school make all staff aware of the following required changes to the Child Protection Policy;	30/08/06
	BS3	That the Child Protection Policy requires staff to write up notes as soon as possible;	30/08/06
	BS3	That the paragraph within the Child Protection Policy, which suggests that a child making an allegation against a member of staff should be treated differently, be removed;	30/08/06



	BS3	That the school ensures that all members of staff, teaching and non teaching, are aware of the requirement to report a child protection concern to Social Services with 24 hours and to provide Social Services with full information;	30/08/06
	BS3	That the school's Child Protection Policy and practice explicitly require staff to report any concern or allegations about school practices or the behaviour of colleagues which are likely to put pupils at risk of abuse or other serious harm to a designated senior member of staff or to the Commission for Social Care Inspection;	30/08/06
	BS3	<p>That the child protection policy clearly stipulates that it is the responsibility of the child protection co-ordinator to make the decision on when to make a referral.</p> <p>Further it is stated that any consideration that may influence such a referral (ie the views of the child), is in all cases discussed with the Local Authority using the formal consultation process.</p>	30/08/06
	BS3	That the Child Protection Policy provides for immunity from retribution or disciplinary action against staff for "whistleblowing" in good faith, as per standard 3.4;	30/08/06
	BS3	That there is a missing pupils' policy, as per standard 3.9;	30/08/06
	BS3	That the school contacts Social Services in all child protection cases; that, should Social Services fail to respond, the school contacts the Commission for Social Care Inspection;	30/08/06
	BS3	That the school follows up all child protection cases and records what action has been taken and what support has been or is being given to the pupil;	30/08/06
	BS3	That welfare plans are written and implemented for all pupils with child protection issues;	30/08/06

	BS3	That the school follows up any situation where Social Services have been involved with a pupil at a previous school;	30/08/06
	BS4	That there is consistency in the punishments given within the boarding houses; that the Stpes and Commendations book and the punishment books held in the boarding houses are monitored at least twice a term;	30/08/06
	BS4	That the policy on physical restraint is reviewed regarding its use as a precautionary measure; that consideration be given to a situation where there are not "a minimum of two people" to restrain someone; that some practical information is included on acceptable ways in which to use restraint;	30/08/06
	BS4	That staff receive training in the use of physical restraint;	31/12/06
	BS5	That the Complaints' Procedure is reviewed and amended to address boarders' specific needs; that it includes information about what to do outside of school hours; that it contains information about external agencies such as Childline, the NSPCC and the Independent Listener; that it includes the local telephone number of the Commission for Social Care Inspection;	30/08/06
	BS5	That the Complaints' Procedure for boarders and parents is translated into appropriate languages so that it is accessible to them.	30/08/06
	BS5	That "Dealing with a Complaint" for parents is amended to include information and procedures relevant and practical for overseas parents and that this should be available in translation;	30/08/06
	BS5	That the suggestions/comments box is introduced as soon as possible;	30/08/06
	BS5	That the school should fully investigate all complaints and keep written reports of these investigations, their outcomes and responses;	30/08/06

	BS5	That the school should ensure that all complainants receive a written response to their complaints;	30/08/06
	BS5	That the Concerns and Complaints Books in the boarding houses are monitored and dated;	30/08/06
	BS7	That boarders' personal information is not made generally known without their specific consent, other than to those members of staff with a need to know;	30/08/06
	BS8	That senior boarding staff have an adequate level of training in the management and practice of boarding to ensure that the boarders' welfare is safeguarded and promoted;	30/08/06
	BS12	That when boarders' requests are not to be implemented, they are given reasons;	30/08/06
	BS12	That the school considers locating the boarders' meetings in the Brabourne common room;	30/08/06
	BS12	That the school should make the mechanisms by which boarders have an opportunity to express their view more explicit; a document describing the way in which the various meetings inter-relate and the way in which representatives are selected for the boarders' council would be helpful	
	BS13	That the school ensures that the boarding captain receives the same induction and training as the prefects as per BS13.4;	30/08/06
	BS15	That a hardbound book should be used for the recording of medication distributed in the boarding houses;	30/08/06
	BS15	That the medical questionnaire and the form, giving consent for the school to administer first aid and appropriate non-prescription drugs, is translated into the required languages;	31/12/06
	BS15	That the records of the administration of medicines are monitored by someone other than the person responsible for such records;	30/08/06

	BS15	That the school explores ways which reduce or eliminate the frequent need for nursing staff to have to go up and down the stairs to open the locked door;	30/08/06
	BS15	That the school evidences current pin numbers for all nurses;	30/08/06
	BS17	That significant health and personal problems of individual boarders should be identified and recorded appropriately;	30/08/06
	BS17	That individual welfare plans should be written and agreed with a parent for any boarders with special welfare needs, significant emotional or behavioural difficulties, or who does not see his or her parent or legal guardian at least three times a year;	30/08/06
	BS18	That the Head continues to oversee a programme of integration in which boarders and staff are regularly encouraged to discuss any matters and devise appropriate strategies to counter areas of discrimination.	
	BS23	That records of risk assessments, major punishments, complaints and accidents are regularly (at least twice a term) monitored by the Head or a designated senior member of staff in accordance with 23.2;	30/08/06
	BS23	That the Accident Register is a hardback bound copy; that more detailed information is provided about the causes of accidents and subsequent treatments; that locations are specific;	30/08/06
	BS23	That reasonable action is taken place to reduce risks identified in the Accident Register, that risk assessments are carried out and that subsequent action is evidenced;	30/08/06
	BS23	That risk assessments for school trips include lists of pupils so that medical, catering and special individual needs can be addressed;	30/08/06
	BS24	That the school continues to improve its catering, taking into account the views of the boarders, particular attention being given to evening and weekend meals;	30/08/06

	BS24	That special consideration is given to the catering needs of the overseas boarders given they represent a high percentage of the school's boarding population;	30/08/06
	BS24	That the range of vegetarian options is increased;	30/08/06
	BS24	That a logbook be established to enable catering staff to record their concerns about any pupils;	30/08/06
	BS24	That the health and safety risk assessment, dated 2.06.2005,, produced by the Catering Contractors is reviewed to ensure that it is comprehensive	30/08/06
	BS25	That housestaff give consideration to the distribution of fruit to ensure equality;	30/08/06
	BS31	That the school ensures adequate supervision of boarders at all times.	
	BS34	That all new staff, including gap students and nurses, receive induction, that this includes child protection training, and that this is evidenced in their files.	
	BS34	That any appraisal policy adopted by the school includes assessment of boarding practice.	
	BS34	That staff development plans and training certificates or documentation is evidenced in the staff files.	
	BS35	That the staff handbook needs further development in the following areas: the safeguarding and promotion of welfare; child protection; sanctions; disciplinary and restraint policies; complaints by boarders; missing pupils/boarders' policy and procedure; whistleblowing policy;	30/08/06
	BS35	That the staff disciplinary procedure should include provision for precautionary suspension of staff where necessary, pending investigation of final decision following allegations;	30/08/06
	BS35	That the staff disciplinary procedure should include provision for guidance and support to staff during suspension or investigation while allegations against them are being investigated;	30/08/06

	BS36	That the school continues to review the way in which boarders are cared for to ensure that there is consistency in good care practice.	
	BS38	That the recruitment policy, procedure and process is reviewed and brought into line with standard 38.2; that there is a satisfactory recruitment process recorded in writing and in accordance with every requirement of this standard;	30/08/06
	BS39	That the school does not allow any member of staff (including ancillary staff, sessional/contract staff, independent listener and volunteers) to work unsupervised with boarders unless that member of staff has been satisfactorily checked with the Criminal Records Bureau;	30/08/06
	BS39	That the school ensures that adults taking games and outdoor activities, not directly employed by the school, have been CRB checked by the school or another employer, e.g. an outdoor pursuits centre;	30/08/06
	BS39	That the school keeps CRB certificates in case they are required during inspections;	30/08/06
	BS47	That the recommendations of the Oxford Safety and Risk Management report are implemented as soon as possible;	30/08/06
	BS47	The policy relating to the inspection and testing of portable electrical equipment needs reviewing to ensure that such appliances are tested as soon as they are brought into school;	30/08/06
	BS47	That risk assessments are specific rather than general, as detailed elsewhere in this report;	30/08/06
	BS47	That the Accident Register is kept as indicated previously; that risk assessments are done to prevent further occurrences of avoidable accidents;	30/08/06
	BS47	That the requirements of the Oxford Safety and Risk Management report, dated 20.10.2005, as detailed elsewhere in this report, are carried out;	30/08/06

	BS48	That the accommodation for sick boarders, albeit temporary, is made more comfortable and that some entertainment provision made for recovering boarders or those who need isolating;	30/08/06
	BS52	That Appendix C to the School Visits' form contains the requirement for CRB checks as is stated in the School Visits form;	30/08/06
	BS52	That the recommendations made in the Oxford Safety and Risk Management report are carried out as soon as possible;	30/08/06

## **Commission for Social Care Inspection**

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