



Making Social Care  
Better for People

# inspection report

## BOARDING SCHOOL

### **Mill Hill School**

**The Ridgeway  
Mill Hill  
London  
NW7 1QS**

*Lead Inspector*  
Tola Akinde-Hummel

*Key Announced Inspection*  
20th November 2006      09:00

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>	Mill Hill School
<b>Address</b>	The Ridgeway Mill Hill London NW7 1QS
<b>Telephone number</b>	020 8959 1176
<b>Fax number</b>	020 8201 0663
<b>Email address</b>	headmaster@millhill.org.uk
<b>Provider Web address</b>	
<b>Name of Governing body, Person or Authority responsible for the school</b>	Mill Hill School Foundation
<b>Name of Head</b>	Mr W R Winfield
<b>Name of Head of Care</b>	
<b>Age range of boarding pupils</b>	13-19 years of age
<b>Date of last welfare inspection</b>	27 September 2004

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

Mill Hill School became fully coeducational in 1997. The School currently has a total of 157 full timer boarders, of which 112 are boys and the remaining 45 are girls. The age range of boarders is between 13 – 19 years.

From September 2005 Cedars House that was previously a Boarding House was converted to Day House status. Mill Hill School currently has three boarding houses, namely Burton Bank, Collinson and Ridgeway. Burton Bank House is the largest of the three Boarding Houses, and caters for up to 47 boys aged 13 to 18 years and up to 13 Sixth Form girls. The younger boys are accommodated in bedrooms for two, three or five pupils. In subsequent years they normally share twin rooms, with the expectation that they may have their own room at some stage in the Sixth Form. Nine of the girls are given single study/bedrooms, which are located on the top floor of the House. Girls in Burton Bank are also provided with a separate Common Room and laundry facility.

Collinson House has an annexe, St Bees. Girls started to be accommodated in St Bees in 2000. Sleeping in staff are available in all of the boarding houses, including St Bees (Collinson annexe), where one member of staff sleeps in.

Ridgeway House is situated off Wills Grove in its own pleasant grounds, overlooking miles of protected parkland. Ridgeway House is the largest of the three Boarding Houses. The first year boys are accommodating in rooms of three or four and move into double rooms in the second and third years. The sixth form are accommodated in larger study bedrooms, shared between two in the first year, then largely in single rooms for their final year. Ridgeway House has three separate common room areas, including a television room, a prep room/library with wireless internet facility, and a large games room. The girls have a separate common room area within their own self-contained wing, and a utility room.

# SUMMARY

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

The inspection was conducted by two inspectors, Ms Angela Hunt and Mrs Tola Akinde-Hummel. The inspection took place over a period of one week. It commenced on 20 November 2006 and was completed on 24 November 2006. Both early morning and evening visits were undertaken as part of the inspection. This was done in order to observe boarding provision and practice outside of the School day.

The inspection included meeting with the Headmaster, the Headmaster's Secretary, the Deputy Head (Pastoral), the Chaplain, the Catering Manager, the Grounds and Maintenance Deputy, the Clerk of Works, the School Counsellor, the two Nurses, the School Council, Ancillary and Boarding House staff and a number of Boarders. During the course of the inspection the inspectors talked to Boarders both on an individual basis and as part of a group. In addition, a telephone interview was conducted with the Chairman of the Governors Pastoral Committee.

The inspection also involved case tracking several boarders, the key purpose being to assess that relevant information concerning their welfare had been recorded and was being used appropriately to inform their care. The case tracking exercise included discussion with the young people's house staff, discussion with the nurses based in the Medical Centre and examination of policies and practice documents with regards to Boarding Provision. Inspectors also sampled the food and spent considerable time talking to pupils, the emphasis being on those who are Boarders in the School.

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

The atmosphere in the School was warm and welcoming and Boarders spoke positively about Pastoral Care. The support mechanisms in place for Boarders are well established and generally work well.

There is a vigilant approach to meeting the health care needs of young people and it is evident that the staff at the School work hard to promote young peoples welfare.

Mill Hill has focused work on countering bullying, the outcome of which has been very effective. An anti-bullying policy and an anti-bullying and mentor council are in place. The School is to be commended for having taken this initiative and for the work that has been undertaken in the School to protect all pupils from bullying.

There School is successful in producing a pleasant and well-disciplined atmosphere, which is rooted in the overall ethos and philosophy of the School.

There are clear processes for the recruitment and selection of staff and records pertaining to this are kept in excellent order.

The School has a well established system of supervising boarders, through the appointment of School Staff (Senior Monitors (Head boy and Head girl) (Heads of Houses and Prefects) and House staff who are pupil house prefects, elected by Housemasters/mistresses.

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

During 2005 and 2006 some refurbishment to all Boarding Houses has taken place. This has included upgrading the shower and toilet facilities in many parts of the Boarding Houses. Further work is planned to take place in relation to upgrading the environment and general standard of accommodation afforded to Boarders.

The introduction of School Councils has been effective in providing boarders with the opportunity to contribute views to the day to day functioning of the school, in particular the operation of the boarding provision. They are valued by both staff and pupils and have been effective in influencing and making changes where appropriate.

Improvements have been made to the layout of the dining area and new modern furniture has been purchased, which gives the area a modern and aesthetically pleasing environment for staff and pupils to enjoy their meals. While the space available is limited, it was good to hear about the future plans to extend the dining facilities.

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

Work should be undertaken in giving consideration to introducing a common system of communicating about a young person's medication and other health care matters, between the medical centre and staff in the boarding houses and vice versa. Suitable arrangements should be made so that there is always one member of staff available in Collinson House who has a valid first aid qualification. This particularly relates to times when the Matron based in Collinson House is not on duty. The School should also introduce an ongoing system to check that any designated school nursing staff hold a current nursing registration.

While there is clear Child Protection guidance in place, the school needs to remind all staff of this and make clear that confidentiality with young people cannot be maintained in such circumstances.

The procedure for making a complaint should be made accessible in all houses, as well as making boarders aware of access to a Counsellor if needed. This specifically relates to Burton Bank where some boarders were unfamiliar with such matters.

Work should be undertaken to ensure that all boarding houses have an agreed list of electrical products that they have and that boarders are permitted to have and that a system is introduced to make sure that all electrical equipment has been (PAT) portable appliance tested.

Positive steps must be taken by the School to analyse and monitor the composition of boarders in houses, in an effort to redress the imbalance that has occurred.

Steps should be taken to make sure Burton Bank has a wireless connection, if this is not already scheduled to take place.

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**

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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)

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

6, 15 17, 24

Quality in this outcome is good. This judgement has been made using evidence gathered before and during this inspection. Young people's health is promoted as a part of their overall welfare, through the systems and facilities in place, through the provision of a health balanced diet being provided and by suitably qualified staff dealing with health matters.

## **EVIDENCE:**

The Boarding Handbook contains clear guidance on what standards of behaviour are expected of pupils, and how unacceptable behaviour is to be dealt with. The School's guidance on sanctions outlines such sanctions as smoking detention. Boarders spoken to confirm that alcohol, smoking and illegal substance abuse is actively discouraged within the School. They commented about the sanction imposed should they be caught smoking and commented that it is effective in discouraging them from re-offending. The curriculum provided includes health education, including guidance on alcohol, drugs and solvent abuse and sex education.

The School has its own on site medical centre, which provides a professional medical service for all pupils from 0800 to 1800, Monday to Saturday. It is staffed by two qualified nurses, one of who is on duty. Nurses provide a telephone triage service on Sundays. A handover book is maintained and kept in the medical centre to assist with the sharing of relevant information between the two qualified nurses. A GP (General Practitioner) registered at the Millway Practice also operates a surgery for boarding pupils at the medical centre on Monday, Wednesday and Thursday lunchtimes. Appointments to see

the GP are made via the medical centre, who in turn liaise with the visiting GP. The nurses based in the medical centre said that boarders have access to both a male and female doctor, as and when requested. Boarders are also able to go off site to visit the Surgery, during which time the matron would accompany them. Reports are completed by the nurses on regular attendees to the medical centre.

While each of the three boarding houses has a Matron who is qualified in first aid, the Matron in Collinson House is not residential. While the Housemaster of Collinson said that he had completed a first aid qualification he said that this was in excess of three years ago and is therefore no longer current. A recommendation is made concerning making sure that there is someone on site within Collision House who has a valid and current first aid qualification. All boarding houses are equipped with a first aid box that are regularly checked and replenished.

All boarding houses have epipems and the nurses provide staff with relevant training, so as to ensure they are competent to administer should this be needed. The nurses spoke of emailing the houses specific to relevant medication given to a boarder or anything that the boarder has attended the medical centre for, where they deem this relevant to be shared. While the practice of sharing relevant information between the medical centre and the housemaster/mistress and vice versa was spoken about, there was no standardised system in place for doing this. While confidentiality of information is important, care should be taken to ensure good and clear lines of communication about a young person's medication and health care needs exist between the medical centre and relevant housemaster/mistress.

The nurses explained that boarders automatically join dentplan, unless they specifically express wanting to opt out of this. While routine dental care is not provided, a list of local dentists where dentplan is valid is provided so as to assist in promoting good dental care.

A record of GP visits, whom a boarder sees and the reason for seeing the GP is recorded and maintained in a secure manner within the medical centre. A health declaration form containing past medical history, vaccinations, consent for administration of medication, emergency dental treatment and consent for accident/emergency treatment or physiotherapy is sent to parents/guardians to complete prior to the young person taking up residence at the school. While not all of these in respect of the current boarders have been completed and returned, it is clear that the medical centre has a system in place for chasing up outstanding forms in an effort to be provided with the necessary medical information.

Upon making enquiries within the school as to how and who ensures that the two nurses PIN registrations are kept up to date, it was evident that there was no clear system for doing this. Notwithstanding this, the two nurses working in

the medical centre gave assurances that both their registrations were up to date.

Mill Hill School has an experienced child psychotherapist who undertakes the role of School Counsellor. The School Counsellor is attached to the Tavistock Clinic, visits the School once a week and is available to see pupils and staff on an appointment basis. This can be made either through the young persons Housemaster/Housemistress or through making a self-referral via the post box in the Medical Centre. Depending on the nature of the problem, the School Counsellor may see pupils for a block of sessions or refer them to an alternative centre if appropriate. While access to a Counsellor is a good resource, Inspectors identified that in Burton Bank House the Housemaster commented that he does not refer boarders on to the Counsellor, as they will self-refer if they want to access the service. However, on speaking to the boarders in Burton Bank, a high proportion of whom are from overseas, several boarders were unaware that there was a School Counsellor who they could go and see. House staff spoken to say that the Counsellor is easily accessible by telephone should they need advice and support about one of the boarders outside of her working hours. The Counsellor also spoke about giving a talk to staff once monthly. Staff confirmed that they found this informative, stimulating and valuable.

Appropriate information is contained within the Boarding Handbook on the protocol for administration of medicines, 'household' medication, and first aid.

On the basis of the young people's files examined and through discussion with staff, it was clear that appropriate provision is made to meet the assessed welfare needs of boarders with Statements of Special Educational Needs. It was also clear that where there are boarders with medical conditions, appropriate support is given and activities adapted as appropriate.

Meals provided for boarders are good in terms of quality, variety and choice. This is with the exception of supper, which boarders commented does on occasions lack less variety and choice. Boarders also commented that they do not always get enough food at supper times. Healthy eating is encouraged and the Catering Manager has worked hard to promote this. The introduction of the Food Council has undoubtedly helped to effect changes and generally boarders commented that improvements had been made to the Catering arrangements in place. It was positive to hear from boarders that they are given the opportunity to relay their feedback about the catering arrangements and to offer their suggestions for consideration. While the current dining room is limited for space, it was good to see that the furniture has been replaced and now presents as a modern and a pleasant environment for pupils and staff. Further work is planned to extend the dining room facilities in the future.

# 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):

2,3,4,5, 26,37,38,39,41,47

Quality in this outcome area is good. This judgement has been made using evidence gathered before and during this inspection. While appropriate written guidance is in place and there is a nominated person in the School responsible for Child Protection and welfare issues, in order that the welfare of all pupils is secured, some staff need to be reminded of this. The selection and rigorous vetting of staff and external contractors combined with the health and safety mechanisms in place help to protect young people. While more work is needed to improve the environment, current facilities and practice supports young peoples rights to privacy and dignity.

## **EVIDENCE:**

Prior to the inspection, seventy boarders surveys were returned to the Commission. All young people who responded to the survey stated that they were not being bullied. The inspectors were able to speak to approximately 40 young people over the course of the week in school. All these conversations were in confidence and no young people have experienced bullying particularly in the last three years. The school has in place an anti bullying policy and procedure. The school has also set up an anti bullying Council whose primary focus is to support young people who may experience bullying and further develop the schools practice when dealing with bullying. One young person explained, " I was bullied when I first came here but it was quickly dealt with and never happened again." The inspection took place during National anti bullying week. The anti bullying Council had organised this to be the topic for school focus week. Young people said this has been successful. On discussion with some teaching staff they claim that the approach to dealing with bullying has massively improved in recent years. Young people are encouraged to talk to someone about any bullying they are experiencing and teachers are supported to deal with the victim and the perpetrator. Clear messages are sent to young people that this is not acceptable and what sanctions they can expect should this continue.

The school has very clear child protection policies and procedures for staff to follow should there be an allegation or suspicion of abuse. This information is in the Staff Handbook and available to all staff in the school. When asked staff confirmed that they had received Child Protection training, the times of this training varying from two years ago to less than 18 months previous. During discussions with staff it became apparent that there are mixed interpretations about how to protect young people from abuse. Some staff are very clear that the headmaster should be informed if there are any concerns in relation to child protection issues. Others were not entirely clear whom this should be reported to. Some staff also suggested that they might keep a watchful eye and see how things develop and would ask questions of the young person, rather than reporting it in the first instance. The school must remind all staff of the Child Protection procedure and make clear confidentiality with young people cannot be maintained in such circumstances.

Boarders were asked if they believed the discipline in the school was reasonable and reflected the misdemeanour. All young people stated that this is fair and punishments are not often used by house master/mistresses. Young people stated that where there have been smokers in the school grounds, those caught will be spoken to by the house master/mistress, warned again about the dangers of smoking and the schools intolerance of such activity on school grounds. They would then get a smokers detention, which is displayed, on the communal notice board. Inspectors are of the view that action taken to

deal with smoking is effective in that several young people said that this had deterred them from smoking again on school grounds. The School has a clear policy and guidance on what standards of behaviour are expected of pupils, how these standards are to be maintained and how unacceptable behaviour is addressed.

The inspectors found some variation between boarding houses in relation to the boarders understanding of the schools complaints procedure. Young people in Burton Bank have been issued with the house handbook that explains procedures. However, in practice when asked boarders did not know where to direct any complaints or concerns that they may have to. This is especially important given that the majority of boarders in this house come from overseas and some have a limited command of English on arrival. They therefore need to be supported to make their concerns known. Boarders in the remaining two boarding houses were clear about the procedure in place to enable them to raise concerns which cannot be dealt with informally.

A complaints procedure is in place, which outlines the accessible avenues for young people to alert an appropriate adult to situations, which are causing them distress. This included details of Hep Lines for those situations where an additional element of confidentiality or independence is needed. Through discussions with staff, it is clear that there are well established daily mechanisms in place within the School for dealing with minor issues.

All house masters/ mistresses are responsible for fire safety in their respective boarding house. The inspectors saw one record of planned fire drills, which take place at the beginning of each school term. These are recorded and copied to the Deputy Head of Pastoral Care. The inspectors noted that each house has a different system for recording and sending this information to the deputy. The Deputy Head is responsible for fire drills at Mill Hill School and has recently created a system to standardise these forms across the Foundation to make collating the information easier. The Commission supports this.

On discussion with boarders they confirmed that they knew where to assemble in the event of a fire and confirmed that fire drills are carried out at regular intervals.

The inspectors were able to examine the schools systems for ensuring fire equipment is regularly tested. All tests were up to date. The inspectors also examined fire risk assessments completed for all the boarding houses and were able to track that recommendations resulting from an assessment had been carried out.

During a tour of the boarding houses, it was evident that there had been some modernisation of the toilets and shower areas. This is set to continue. This gives increased privacy and all boarders are happy with the improvements.

The inspectors were able to speak to the Estates Bursar who gave detail of the cyclical programme of improvement and development for Mill Hill School.

Boarders spoken to made clear that they are able to maintain their privacy in their bedrooms and whilst dressing and undressing. The inspectors observed boarding staff and boarders knocking before entering bedrooms during a tour of the accommodation. Boarders confirmed that this is always the case.

The inspectors examined the records of recruitment in the school. The procedure in the school is clear and robust. Appropriate systems and processes are in place for the recruitment of staff. Two files of recently appointed staff confirm that application forms, references, identification, and criminal records bureau checks, are completed and scrutinised. The inspectors are satisfied that staff are not employed until a satisfactory and an appropriate level (i.e. standard or enhanced) criminal records bureau check commensurate to the role being employed for is returned. The school secretary has an efficient system for checking these and all records are maintained in an orderly and confidential manner. This is to be commended.

Discussions with the Deputy Bursar, Clerk of Works, Estates Bursar and the General Manager provided evidence that the school are clear of their responsibilities to boarders when there are contractors on site, including entering boarding accommodation. Where possible the majority of work is completed during school holidays and where this is not possible, contractors are escorted and supervised on the premises by staff who have been hold a clear criminal records bureau check. This ensures that young people are not placed in situations that may compromise their safety. Regular contractors used by the School are all checked and supply relevant Criminal Records Bureau Check documentation.

During visits to all boarding accommodation, it is evident there is a security system in place. All entrances have keypads to prevent unauthorised access to boarding premises. Within the houses there is a mixture of accommodation for the young men and women. Staircases typically separate these with an additional keypad for the young women's areas.

The inspectors noted that one house, Burton Bank is the furthest away from the main building and the road leading to and from the school is not adequately lit. During winter months this is a particular issue due to the lack of natural light. The headmaster informed the inspectors that this is a concern of theirs, but that they are restricted from improving the lighting by the Local Authority despite numerous discussions. The estates bursar explained that security and surveillance has concentrated on the boarding areas.

A number of boarders and staff advised the inspectors that there have been two recent incidents where intruders have been seen on the school grounds. This could occur because three of the pathways to the school and boarding



houses have public access. During the inspection, the school have had contact with the community safety unit who are offering advice on how to improve security and surveillance at a time when the school is reviewing its own procedure. Boarders confirmed that staff restricted access to the school grounds when it was apparent there was an intruder around and pupils were only allowed access again after it was considered safe to do so.

All activities that young people are engaged in outside the school and particularly in relation to sports are risk assessed. A meeting with the deputy head, activities coordinator and sports coordinator enabled the inspectors to see evidence that risk assessments are carried out prior to any activity taking place. Measures to reduce risk are put in place. This includes the need for first aid trained staff to be available during the activity.

The inspectors conducted detailed tours of the building and found that windows were appropriately restricted and work has been undertaken to minimise the use of extension leads. The estates bursar advised that as part of the programme of improvement, all boarders will be provided with a four plug socket in the wall to accommodate computers and other electrical equipment. Boarders are clear that they are not permitted to have kettles in their rooms. However, the various houses have different rules relating to other electrical equipment such as hair straighteners and hair tongs. To promote consistency and fairness, all boarding houses should have an agreed list of electrical products that they have and that boarders are permitted to have.

The inspectors also noted that not all electrical items in houses have been Portable Appliance Tested. The inspectors were informed that after new items reach one year, it is the responsibility of the matrons to advise the maintenance team of the need for appliances to be tested. This practice does not appear to work in practice. To ensure the safety of all equipment in the houses, the school must consider which items can be used, and if they meet the BS kite mark it is essential that all appliances be tested annually.

Boarders informed the inspectors that they understand when the swimming pool is restricted but available to the public. The school ensures that qualified lifeguards are available at all times when the pool is in use by pupils. The school is currently in the process of completing a new building. This has restricted the use of outdoor basketball courts. Boarders are aware of this restriction and know this is a temporary measure. Boarders are able to access the indoor court in the meantime.

The school are vigilant about ensuring that all substances hazardous to health are kept out of reach of boarders in the houses and in communal areas around the school. Each boarding house has a locked area where chemicals are stored.

The matrons or house masters/ mistresses report all maintenance issues to the clerk of works. These are then assessed as urgent and non-urgent and dealt

with accordingly. The method of communication tends to be via e-mail. On occasions where repairs have not been followed up these are reported to the deputy head, who will in turn bring any issues to the weekly meetings held with the maintenance services. Thereby agreeing when repairs or work will be completed. The Deputy Bursar is responsible for completing risk assessments for all works that take place on the grounds. Risk assessments were seen as part of this inspection and found to be detailed and relevant. Boarders are given a detailed tour of the grounds and buildings during their first week in the house. They are made aware of all health and safety practices, which are also included in the students' handbook, which is issued on arrival.

# 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, 43

Quality in this outcome area is adequate. This judgement has been made using evidence gathered before and during this inspection. While practice in the School supports inclusion, work is needed to monitor the ethnicity of Boarders in Houses so as to promote better integration.

## **EVIDENCE:**

Boarders gave good impressions of the support they receive from matron, housemasters and mistresses.

It was evident that the houses run differently. Whilst it is acceptable that all houses have their own personality, it is important that staff in Burton Bank are more proactive in ensuring that pupils are provided with key information. For example, young people in Burton Bank, unlike Collinson and Ridgeway do not have information on their notice board in relation to how to make contact with the school counsellor if young people need to talk, who the school counsellor is and when she is available. During discussion with boarders in Burton Bank, some did not know there was a School Councillor or how they could access this resource. However, the inspectors were advised by the headmaster that two pupils from Burton Bank had been seen by the counsellor last Autumn. Others gave the impression that they should be glad for what they had and did not know how or who to complain to, should they be unhappy.

The Boarding Handbook highlights that non-conformist ministers founded the School in 1807. Boarders spoken to say that the School is sensitive to the varied religious, cultural and linguistic backgrounds and beliefs. The School Chaplain spoke of affording pupils the opportunity to learn about the major religious traditions and of the Schools religious ethos in being tolerant of each

other's religions and beliefs. There is a chapel on site and all pupils are expected to attend one chapel service per week.

While National Minimum Standards 43 was not assessed in detail on this occasion, during a tour of the building inspectors noted that two of the three houses are equipped with Wireless connection to the Internet to assist boarders with their study

Upon inspectors conducting a crude analysis of the ethnic composition of boarders within the various houses, it was identified that Burton Bank has a lower proportion of pupils from the UK compared to other two boarding houses. Upon further enquiry, inspectors identified that a contributing factor was that the practice was that when parents visit they are asked for their preference as to which house they would like their child to be in. As Burton Bank is located furthest from the main School this is a less favourable choice in comparison to the other two houses. Inspectors are of the view that as the majority of guardians/parents of overseas pupils do not visit the School before their child starts, this has resulted in the highest concentration of overseas pupils being based at Burton Bank. On talking to several boarders from Burton Bank, they commented that they had come to the School with the desire to mix with others and that while they appreciated being able to communicate with peers from identical religious, cultural, racial and linguistic backgrounds, they had hoped that Boarding Houses would be better mixed. The inspectors were informed that factors such as the date of arrival, length of stay, age and gender also play a part in determining the composition of the house. Positive steps must be taken by the School to analyse and monitor the composition of boarders in houses, in an effort to redress the imbalance that has occurred.

# 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, 19

Quality in this outcome area is adequate. This judgement has been made using evidence gathered before and during this inspection. The effective structure and function of the various school councils ensures participation of pupils who wish to contribute to life at the School.

## **EVIDENCE:**

The introduction of School Councils has been effective in providing boarders with the opportunity to contribute views to the day to day functioning of the school, in particular the operation of the boarding provision. The Full School Council is at the heart of the structure and draws its members from several groups within the School. School Councils include the 4<sup>th</sup> Form Council, Food Council, and Anti-Bullying/Mentor Councils. Inspectors met with a group of representatives from the various Councils who made comment to their effectiveness and being able to influence matters, which pupils including boarders might reasonably expect to see changes made. Minutes of the various Council meetings held are kept.

Facilities are in place to ensure that young people can have contact with parents, relatives and friends in privacy. While all houses are equipped with Broadband, Burton Bank does not have a wireless connection. This inevitably makes it more difficult for Boarders in this house to access the intranet for both study and leisure purpose, in comparison to the other two houses. While it was reported that this was to be addressed, on inspectors making several

enquiries with varied staff members, no one was able to indicate a date for this.

There is the recognition that young peoples mail is private to them. Boarders commented that where parents do visit the School they are facilitated within the School, including recognising their right to privacy when being visited by their parent/guardian. While friends are able to visit the boarding houses, there are very clear protocols on where they can go, the times they can visit and on a signing in and out process. Boarders said that they generally felt the rules governing visits by friends was both fair and reasonable.

# 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):**

**51**

There are no long-stay lodgings arranged by the School and therefore this standard is non applicable.

**EVIDENCE:**

It was reported that the School does not arrange accommodation for overseas pupils in lodging with local families or school staff, but that the responsibility for arranging this is with the guardian/parent.

In view of this National Minimum Standard 51 is non applicable and subsequently was not assessed.

# 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, 23, 31, 34

Quality in this outcome area is good. This judgement has been made using evidence gathered before and during this inspection. Appropriate systems exist so as to ensure Boarders are adequately supervised, with senior pupil involvement playing an active part in contributing to this.

## **EVIDENCE:**

The Schools Statement of Boarding is contained within the Boarding Handbook. It outlines the aims and objectives of boarding at the School and includes the principles on which the life of the school is based, such as the delivery of care and the ethos of the School. The pre-inspection questionnaire completed by the School indicates that the School's Statement of Boarding, Principles and Practice were last reviewed in June 2006 and has been extended to include a Statement of Function.



The Deputy Head (Pastoral) has responsibility for maintaining an overview as to the boarding care provision and of the related records maintained within the Boarding Houses. Boarding staff commented positively about the work of the Deputy Head (Pastoral) and of the level of support she had provided them with. Regular meetings take place between the Deputy Head (Pastoral) and House Staff and between the Deputy Head and the Headmaster.

The School has a well established system of supervising boarders, through the appointment of School Staff (Senior Monitors (Head boy and Head girl) (Heads of Houses) and Prefects) and House staff, elected by Housemasters/mistresses. The Upper Sixth former is appointed as 'Head of House' to lead the activities of a team of older pupils who take responsibility for the organisation of evening prep, supervision, social, cultural and sporting activities and interhouse competitions. The Head of House also helps to co-ordinate the mentoring system within the House. While all new pupils are to be assigned Mentors to help them settle in and provide them with any practical information, boarders commented that there has been varied experience in terms of how well this has worked.

Records of risk assessments, major punishments, complaints and accidents are monitored predominately through the Deputy Head's (Pastoral) regular contact with the Boarding Houses.

Overall, there are appropriate and sufficient staff engaged and deployed in such a way that all the tasks and responsibilities necessary for the children/young people to be properly looked after and their needs given attention are undertaken. Both male and female staff are involved in the care of the boarders in the Houses.

House Staff files examined demonstrate that thorough checks on the suitability of staff prior to appointment for the responsibilities they are employed to undertake are carried out. Job Descriptions reflecting duties are in place. While the partners and spouses of House Staff also live on site of boarding Houses and appropriate checks conducted, they are not included as being expected to undertake specific House Staff roles/responsibilities.

While staff have been provided with training on Child Protection, further refresher work should be undertaken to remind staff of their roles and responsibilities within this aspect of care. This particularly relates to the staff in the Medical Centre who indicated that they might not always immediately report what a young person has said to them, before checking it out with the young person concerned a bit more.

Ancillary staff are provided through a Contractor and a Housekeeper who is also employed through the Contractor oversees their work. The Housekeeper reports to the Catering Manager.

# 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>	X
<b>15</b>	2
<b>16</b>	X
<b>17</b>	3
<b>24</b>	3
<b>25</b>	X
<b>48</b>	X
<b>49</b>	X

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

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

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

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

# SCORING OF OUTCOMES

## Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>8</b>	X
<b>9</b>	X
<b>10</b>	X
<b>23</b>	3
<b>31</b>	3
<b>32</b>	X
<b>33</b>	X
<b>34</b>	3
<b>35</b>	x
<b>51</b>	N/A
<b>52</b>	x

Are there any outstanding recommendations from the last inspection?

### **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	BS15	The School should do further work on ensuring that there are clear lines of communication about a young persons medication and health care needs between the medical centre and relevant housemaster/mistress and vice versa. Adopting a standardized system for doing this may assist with this.	
2	BS15	It is strongly recommended that action be taken to make sure that there is always someone within Collinson who has a valid (i.e. current) first aid qualification	
3	BS15	A system should be put in place to make sure that any designated school nursing staff hold a current nursing registration	
4	BS3	All staff must be reminded of the School's Child Protection procedure and make clear confidentiality with young people cannot be maintained in such circumstances.	
5	BS5	The procedure for making a complaint should be made visible and accessible in all houses, as well as making boarders aware of access to a Counsellor if needed. This recommendation relates to Burton Bank in particular.	
6	BS47	All boarding houses should have an agreed list of electrical products that they have and that boarders are permitted to have.	

		A system should be introduced so as to make sure that all electrical appliances are Portable Appliance tested.	
7	BS47	To ensure the safety of all equipment in the houses, the school must consider which items can be used, and if they meet the BS kite mark it is essential that all appliances be tested annually	
8	BS18	Positive steps must be taken by the School to analyse and monitor the composition of boarders in houses, in an effort to redress the imbalance that has occurred in the future.	
9	BS43	Work should be undertaken to make sure that Burton Bank has wireless connection to the internet if not already planned	

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