

# inspection report

Children's Services

**St Joseph`s College**

Birkfield

Ipswich

Suffolk

IP2 9DR

30th June 2004

## Commission for Social Care Inspection

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

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

### The role of CSCI is to:

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

## Inspection Methods & Findings

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

### The 4-point scale ranges from:

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

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

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

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

<b>TYPE OF ADDITIONAL INSPECTION VISIT</b>
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<b>Statutory Unannounced Inspection</b>	
<b>Follow up of Previous Inspection</b>	
<b>Follow up of Enforcement Action</b>	
<b>Complaints Investigation</b>	
<b>Monitoring Visit</b>	YES
<b>Advisory Visit</b>	
<b>Other</b>	
<b>Specify:</b>	

<b>TYPE OF SERVICE INSPECTED</b>
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<b>Children's Home</b>	
<b>Boarding School (not registered as a children's home)</b>	YES
<b>Residential Special School (not registered as a children's home)</b>	
<b>Further Education College</b>	
<b>Residential Family Centre</b>	
<b>Independent Fostering Agency</b>	
<b>Local Authority Fostering Service</b>	
<b>Voluntary Adoption Agency</b>	
<b>Local Authority Adoption Service</b>	
<b>ID Code</b>	
<b>Lead Inspector</b>	<b>1</b> Bridget Forrest 075526
<b>Name of Lay Assessors (if applicable)</b> Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	N/A
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>	N/A
<b>Name of Establishment Representative at the time of inspection</b>	Ms S Grant Head

<b>Number of Inspector Days spent on site:</b>	0.5
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<b>SPECIFIC OBJECTIVE(S) OF THE VISIT</b>
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This report outlines the findings from a monitoring visit to St Josephs College, carried out on 30 June 2004. The main objective of the visit was to follow up recommendations and advice given to the School as a result of a full inspection in June 2002. Since that full inspection, a monitoring visit was carried out in June 2003 the outcome of which was that a substantial number of the required actions and good practice recommendations outstanding from the full inspection in 2002 had not yet been addressed. This was largely due to changes in personnel at the School including the post of Head of Boarding. As a result, this monitoring visit to St Josephs College on 30 June 2004 focused again on those outstanding matters, including reaching agreements with the Head and Head of Boarding about extending the timescales for outstanding issues to be fully addressed.

The monitoring visit was timed for the afternoon and evening, to provide the Inspector with opportunities to meet with key personnel, and to spend the latter half of the visit with boarding house staff and with pupils who were boarding at the School.

As a result of some immediate concerns arising from this monitoring visit, a letter was sent to the Head of St Josephs College on 1 July 2004, requiring urgent action to address issues associated with health and safety matters; the recruitment of staff (including host families); and the poor standard of décor in one of the boarding houses. These matters are reported on more fully in the main body of this Report. At the time of writing this draft report, the Commission for Social Care Inspection had yet to receive a letter of response from the School in that regard.

#### INSPECTION METHODS USED AT THE VISIT

<b>Inspection of relevant part(s) of premises</b>	YES
<b>Interview with senior staff member in charge</b>	YES
<b>Interview with other staff</b>	YES
<b>Discussion with children</b>	YES
<b>Individual interview with a child</b>	NO
<b>Visit foster/adoptive home</b>	NO
<b>Visit lodgings</b>	NO
<b>Interview foster/adoptive parent</b>	NA
<b>Inspection of relevant records</b>	YES
<b>Inspection of relevant policy/practice documents</b>	YES
<b>Children's survey</b>	NO
<b>Parent survey</b>	NO
<b>Placing authority survey</b>	NA
<b>Foster / adoptive parent survey</b>	NA
<b>Staff survey</b>	NO

**Date of Inspection**  
**Time of Inspection**  
**Duration Of Inspection**

30/06/04
14.00
7.00

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

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

The scale ranges from:

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

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

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

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

<b>(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The School had, since the last full inspection in June 2002, improved the arrangements for boarders to be consulted with, and for their views to be sought. There was a School Council, which gained pupils views about life at the School. In addition, there were Boarders Meetings held at Hillbrow House, and also at The Mews. For example, in Hillbrow House (which is off site boarding for younger boys) there were regular house meetings. The Inspector was provided with copies of the notes taken from the latest meeting on 10 May 2004. This was attended by Mr and Mrs Hunter (Boarding Houseparents), and all 18 boys. A wide range of topics were discussed including the provision of a sandwich maker (since provided); the installation of air fresheners; improvements to sports equipment for the back garden; variations for weekend menus to include a take away meal; problems with the water pressure in the shower areas; arrangements for the testing of portable electrical appliances; and permissions for pupils who wanted to ride bicycles to School. Against each item there were Action Points for staff, and a process for feeding back the outcomes to boarders, at a subsequent meeting.</p> <p>The Inspector asked the majority of boarders present at Hillbrow House during the early evening, whether or not they were satisfied with the arrangements in place. They said that their views were heard and that Mr and Mrs Hunter were approachable, and that they acted on things that were raised. Standard BS.12 was assessed as being met.</p>		

<b>(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>The School's Complaints Procedure had been updated to meet the Criteria in Standard BS.5. A copy of the latest procedure (issue no. 4) was provided to the Inspector. This stated the importance of dealing with complaints in a timely efficient and fair manner and that <i>"Individuals are encouraged to voice concerns or to make such complaints as they may have and should, in the first instance, do so in an informal way with the appropriate member of staff"</i>.</p> <p>There was a shortfall in fully meeting the Criteria of Standard BS.5. Criteria 5.4 of the Standard requires that the School's Complaints Procedure makes reference to the fact that boarders and / or their parents can contact the Commission for Social Care Inspection (CSCI) regarding any complaint about welfare. This is a matter that the School should address, and the policy for staff and parents should be revised to include the details of the local area office of the CSCI.</p> <p>With regard to Complaints Information for boarders, the Inspector understood that the Boarder's Handbook would be reproduced and updated, in readiness for September 2004. Again, reference to complaints should contain reference to CSCI, and provide the name and contact number for the local area office.</p> <p>The Head of Boarding agreed to provide the Inspector with copies of both these documents, when they had been finalised. Once the complaints information in these documents meets the criteria of Standard BS.5 the Standard can be assessed as met. In the meantime, the minor shortfall means that the Standard is rated as 2.</p>		

<b>(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carers reporting procedures).</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>The School's Child Protection policy had been redrafted. The Inspector was provided with a copy (draft issue 3, May 2004). The documentation referred to the newly designated Child Protection Officer, Mrs Rothwell, who now shared this responsibility with the School Head, Mrs Grant. Their joint responsibilities included ensuring that staff were aware of correct procedures; coordinating action by staff in case of suspected or alleged abuse; reporting to the appropriate Authorities; and ensuring that key staff at the School were aware of any children at the School who were either in care of Social Services, including any who were on the Child Protection Register.</p> <p>The redrafted Procedure did not make reference to the role of CSCI, nor did it state that CSCI need to be made aware of any child protection referral regarding a boarder at the School. This was a matter that the School should address, and details of the local area office should be included in the final document.</p> <p>With regard to role and responsibilities of senior pupils in child protection matters, whilst the Inspector fully understood that the School did not have Prefects, it was recommended that there was some form of briefing to older pupils (including boarders) about what to do in the event that a child / boarder made a disclosure or allegation of abuse to them. This primarily to ensure that any such disclosure or allegation was immediately passed onto a responsible member of staff. This was discussed with the Head of Boarding who agreed to discuss this with the Child Protection Officer, for action.</p> <p>Once the Child Protection policy meets the Criteria of Standard BS.3, and a copy of the revised Policy has been provided to the Inspector, Standard BS.3 can be assessed as met. In the meantime, the minor shortfall means that the Standard is rated as 2.</p>		



<b>(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>There had been changes and improvements to the staffing arrangements for supporting boarders at the School. The Head had introduced a pastoral timetable which required members of teaching staff to provide at least one evening per term of pastoral support. This had been introduced as a way of raising the profile of boarding and making it more integrated within the School as a whole. Staff reported that the arrangements were working well. In effect, it meant that boarders were given a wider choice of activities during the evenings, using staff's particular skills and areas of interest, to widen the scope. Boarding house staff reported positively on the introduction of teaching staff to evening pastoral care. Whilst those with sole boarding responsibilities continued to be 'in charge' staff said it had proved an 'eye opener' for everyone, and had led to better levels of understanding and communication between pastoral and teaching staff.</p> <p>Boarders said that they appreciated having more activities to choose from, particularly sporting activities, and music.</p> <p>Since taking over as Head of Boarding, Mr Hunter had drafted Job Descriptions (dated June 2004) for the Heads of Boarding for both Senior and Junior Boarders. These Job Descriptions comprehensively described the areas responsibilities, the reporting arrangements, and the aims and objectives. They also described the responsibilities for working with others, for instance the School Nurse and School Doctor, and with parents and those with parental responsibilities. The Job Descriptions also placed a responsibility on these key staff for supervision of other staff, and for keeping suitable records of boarders progress as part of a holistic approach addressing welfare, health, emotions, achievements and misconduct.</p> <p>The Job Descriptions provided to the Inspector met the Criteria in Standard 34.6.</p> <p>Arrangements for the induction, supervision, appraisal and self-development of staff were not discussed at this Monitoring Visit, but Standard BS.34 will be fully assessed at the next full inspection of the School, due to take place in 2005.</p>		

<b>(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>The recommendation made at the June 2002 full inspection of the School had not yet been fully implemented. The Head of Boarding talked with the Inspector about the School's plans to introduce a Record of Achievement for each pupil (including boarders) as from September 2004. The intention was that this would not only focus on academic achievements, but also on other achievements, within the boarding context. Alongside this, it was intended there would be a profile for each child (including boarders) which would outline any issues of note. This would include any child with special needs - educational, emotional, or health-wise.</p> <p>Despite the lack of written Plans, the Inspector found that key pastoral staff had a sound awareness of individual boarders needs and how to support them. Staff were knowledgeable about boarders home situations, about their academic ability, their strengths and weaknesses, and about any specific health care needs.</p> <p>The next full inspection of the School will focus on Standard BS.7 and include examination of Records of Achievement (and associated paperwork), to ensure that information about welfare needs and special provision is made available to staff who 'need to know'. In the meantime, and until such time as the introduction of Records of Achievement / Profiles are introduced, the minor shortfall in meeting Standard BS.7 means that the Standard is rated as 2.</p>		

## FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

In addition to the areas reported on above, the Inspector sought evidence that other recommendations made, and advice given, at previous inspections of the School had been actioned. Findings were largely positive, and the Inspector acknowledged the work undertaken by the new Head of Boarding, since he took up post.

A brief summary of those areas which had been developed, and those areas still requiring action, is given below:

Standard BS.1 – the School Prospectus had been redrafted and is in the process of production, in readiness for the start of the new School Year. The Inspector asked to be provided with a copy of this document, as soon as it is available.

Standard BS.2 – the School Policy on Bullying had been redrafted (latest Issue 2, February 2004). The policy was summarised with a definition of bullying; possible signs of bullying; and the fact that staff needed to be constantly alert and to record any incidents. The policy also talked about the need to support the victim of bullying, and the perpetrator of the bullying. Boarders spoken to during the course of the visit on 30 June 2004 confirmed that bullying was not an issue at the School.

Standard BS.3 – Reference has been made earlier in this Report to progress made on the School's child protection policy, and information for staff and older pupils at the School.

Standard BS.4 – The School Policy on Rewards and Sanctions had been redrafted (latest Issue 4, May 2004). It listed those specifically excluded sanctions, such as corporal punishment, imposition of fines, and intimate physical searches.

Standard BS.5 – Reference has been made earlier in this Report to progress made on the School's complaints procedure for staff, parents, and boarders.

Standard BS.6 – The School Policy on Substance Abuse had been drafted (latest Issue 3, March 2004) and was provided to the Inspector for comment. The policy covered guidelines on cigarettes smoking, substance abuse, and illegal drugs. It made it clear what would happen if a pupil at the School was found to be contradicting the Policy in that respect. The Head of Boarding told the Inspector that further advice and debate was taking place with regard to the section of the Policy dealing with testing for illegal drugs (including the issue of confidentiality of information and the destroying of urine samples and written information, once an outcome had been determined).

Standard BS.16 – The School had already made improvements to the arrangements for boarders who were unwell. The recommendation that the School addressed, as part of its longer term planning, a more satisfactory arrangement for pupils who are unwell, remained outstanding.

Standard BS18 – It was established that the School does not have a Prefect System. See earlier in this Report with regard to the need for briefings / guidelines for older pupils, on how

to support other pupils in the arena of child protection, or bullying, should any issues arise.

Standards BS.19 and 21 – The Inspector understood that the previous requirement for the School to include in the Boarders Handbook the name and address of the CSCI (Ipswich) Area office would be addressed when the Boarders Handbook was reproduced, in readiness for September 2004. The Head of Boarding confirmed that this information would include the telephone numbers of each boarding house.

Standard BS.38 – The Inspector asked for evidence of Criminal Records Bureau Disclosures for new staff and for Host Families. There was a major shortfall in respect of Host Families, which is reported on more fully in the following section of this Report. This Standard cannot as yet be assessed as met.

Standard BS.40 – The recommendation made in June 2002 for The Mews corridors to be fitted with carpeting had not been addressed. The Inspector understood that although this was put forward as an area for development, there was no plan to replace the existing linoleum flooring in the foreseeable future. The recommendation is repeated, as carpeting of these areas would significantly improve the homely feel and appearance in The Mews, and would address the fact that, in some areas, the linoleum had become worn.

Standard BS.46 – The Inspector understood that the revised Boarders Handbook would be expanded to explain which areas of the school were out of bounds, including staff's private accommodation. Discussion with boarders during the visit on 30 June 2004 confirmed that boarders were well aware that they must not enter staff accommodation, and that staff were also aware that their personal accommodation should be off limits to boarders living at the School.

Standard BS51 – Recommendations with regard to information to be provided to Host Families had been actioned. The Inspector was provided with evidence of the written information provided to persons interested in participating in the Host Family Scheme. However, a major shortfall in meeting this Standard was identified. The School could not provide evidence that all adult members of each of the household had been the subject of satisfactory Criminal Records Bureau Disclosures (or former Police Checks) at enhanced levels. Because of the Inspector's concerns, this was referred in separate correspondence to the School, with a requirement that the School responds within seven days. At the time of drafting this Report, no response had been received.

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

Requirements from last Inspection visit fully actioned?

NO

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

**REQUIRED ACTIONS**

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

No.	Regulation if applicable	Standard	Required actions	
1		BS1	The Prospectus for the School is to be revised and a copy provided to the NCSC	September 2003
2		BS3	<p>The Child Protection Policy will:</p> <p>Be provided to all ancillary staff; include a statement that any allegation or suspicion of abuse will be referred within 24 hours; and made into simple guidelines / briefings for senior pupils with additional responsibilities at the School.</p> <p>Written Guidelines will be produced in relation to any pupil missing from the School including the policy for searching, reporting, and making a written record.</p>	September 2003
3		BS4	<p>The School's written policy document in relation to sanctions and discipline to be expanded to:</p> <p>Incorporate examples of unacceptable or idiosyncratic punishments that would not be permissible; and outline the School's policy on the use of restraint.</p>	September 2003
4		BS5	<p>The Complaints Procedure will be routinely provided to parents as part of the Prospectus pack and will identify the means for parents to raise complaints or concerns about the care of their child at the School.</p> <p>The Complaints Procedure will include the telephone number and contact address for the NCSC.</p>	September 2003

5		BS6	<p>The School's drafted policy documentation in relation to:</p> <p>1) alcohol, drugs and illegal substances</p> <p>2) personal relationships</p> <p>to be incorporated into written guidance for staff, and included in the Staff Handbook.</p>	September 2003
6		BS16	As part of a longer-term development plan at the School, the arrangements for looking after pupils in the main school sanatorium are to be reviewed, with a view to more appropriate facilities being provided.	No timescale agreed.
7		BS21 & BS19	<p>Written information for boarders to include the name address and telephone number of the NCSC (Ipswich) Area office.</p> <p>The Boarders Handbook to include the telephone numbers of each boarding house.</p>	September 2003
8		BS34	A formal process to be introduced whereby each member of staff with pastoral care responsibilities has a written Induction, Training and Development Plan.	September 2003
9		BS35	<p>The Staff Handbook to be expanded to include:</p> <p>The Tutor system, The Prefect system, the Staff Disciplinary Procedure.</p>	September 2003
10		BS40	The Mews corridor areas to be fitted with carpeting.	Autumn 2003
11		BS41	The programme of replacing windows at The Mews to be completed.	No timescale agreed.
12		BS46	The Boarders Handbook to be expanded to explain which areas of the school site are out of bounds, including staff's private family accommodation.	September 2003

**Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.**

## Compliance with Conditions of Registration (if applicable)

### for Unannounced, Monitoring and Follow up Visits

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

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

Condition	Compliance	
N/A		
Comments		
N/A		

Condition	Compliance	
N/A		
Comments		
N/A		

Condition	Compliance	
N/A		
Comments		
N/A		

Lead Inspector Bridget Forrest

Signature \_\_\_\_\_

Locality Manager Jayne Stevens

Signature \_\_\_\_\_

Date 7/7/04

## **FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT**

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

### **Issues raised by children:**

None

### **Issues raised by staff or carers:**

The Head of Senior Boarding at The Mews commented on changes that she would like to see taking place at The Mews for the benefit of boarders. These include changes to the shower block, to provide 2 baths, and new shower cubicles with better privacy. She also commented that if corridors could be carpeted this would improve the homeliness and ambience, as well as reducing noise levels in The Mews. With regard to boarders accommodation in The Mews, there was an intention to paint over the brick wall finishes. This would be an incremental process, and should improve the look and feel in these areas.



**Issues raised by inspector:**

During the tour of Goldrood House, two issues arose for urgent attention. The first was a hot water temperature reading taken in a wash hand basin in a 5-bedded boys dormitory – the reading was 63°C which was 20°C in excess of recommended safe hot water temperatures. Because of the Inspector's concern at this level of hot water, the matter was immediately referred for action, with a follow up letter to the School, the next day. At the time of drafting this Report, no reply had been received.

During the tour of Goldrood, the Inspector noted a lower standards of décor throughout the boarding areas, including the toilets located on the first floor, at the top of the staircase. The Inspector referred this to the Head of School, in a follow up letter the next day. Because some refurbishment of boarding facilities was due to take place during the summer holidays, the Inspector advised that these areas of Goldrood should be included as a priority.

During the evening visit to Hillbrow the Inspector examined the Fire Log Book. This failed to provide evidence of regular in-house checks on the fire system, on fire equipment, and on fire arrangements. Because of the Inspector's concern that these checks were not taking place in this (or in other) boarding houses, the matter was referred for immediate action, with a follow up letter to the School, the next day. At the time of drafting this Report, no reply had been received, although the Head of Boarding did provide a copy of the Certificate of Inspection for the Fire alarm system in all three boarding houses, the following day.

During the visit, the Inspector examined a small number of staff personnel files, to evidence that Criminal Records Bureau Disclosures had been undertaken, with satisfactory results. This revealed that one member of staff, with teaching and pastoral responsibilities, had a Criminal Records Bureau Disclosure at Standard level, whereas this needed to be at Enhanced Level. This was referred on the day, to the Head's Secretary for urgent action, and followed up in writing to the School, the next day. At the time of drafting this Report, no reply had been received.

## REQUIRED ACTIONS FOLLOWING THIS INSPECTION

### REQUIRED ACTIONS

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

No.	Regulation if applicable	Standard *	Requirement	
1		BS1	<p>The Prospectus for the School should:</p> <p>Be revised and a copy provided to the NCSC.</p> <p>This is a repeat required action, in respect of which an extended timescale was given.</p>	30.09.04
2		BS18 & BS3	<p>The Child Protection Policy should:</p> <p>Be provided to all ancillary staff; include a statement that any allegation or suspicion of abuse will be referred within 24 hours; and made into simple guidelines / briefings for senior pupils with additional responsibilities at the School.</p> <p>Written Guidelines should be produced in relation to any pupil missing from the School including the policy for searching, reporting, and making a written record.</p> <p>These are repeated required action, in respect of which an extended timescale was given.</p>	31.10.04

3		BS4	<p>The School's written policy document in relation to sanctions and discipline should be expanded to:</p> <p>Incorporate examples of unacceptable or idiosyncratic punishments that would not be permissible; and outline the School's policy on the use of restraint.</p> <p>This is a repeated required action, in respect of which an extended timescale was given.</p>	31.10.04
4		BS5	<p>The Complaints Procedure should:</p> <p>Be routinely provided to parents as part of the Prospectus pack and</p> <p>Identify the means for parents to raise complaints or concerns about the care of their child at the School.</p> <p>The Complaints Procedure should include the telephone number and contact address for CSCI.</p> <p>These are repeated required actions, in respect of which an extended timescale was given.</p>	31.10.04
5		BS5	<p>The Boarders Handbook should include details of how boarders can raise a concern or make a formal complaint and provide the telephone number and contact address for CSCI.</p>	31.10.04
6		BS6	<p>The School's drafted policy documentation in relation to:</p> <ul style="list-style-type: none"> <li>3) alcohol, drugs and illegal substances</li> <li>4) personal relationships</li> </ul> <p>should be incorporated into written guidance for staff, and included in the Staff Handbook.</p> <p>This is a repeated required action, in respect of which an extended timescale was given.</p>	31.10.04

7		BS16	<p>As part of a longer-term development plan at the School, the arrangements for looking after pupils in the main school sanatorium should be reviewed, with a view to more appropriate facilities being provided.</p> <p>This is a repeated required action, in respect of which an Action Plan to address the matter is awaited.</p>	Action Plan to be provided by 31.12.04
8		BS21& BS19	<p>Written information for boarders should include the name address and telephone number of the NCSC (Ipswich) Area office.</p> <p>The Boarders Handbook should include the telephone numbers of each boarding house.</p> <p>This are repeated required actions, in respect of which an extended timescale was given.</p>	31.10.04
9		BS34	<p>A formal process should be introduced whereby each member of staff with pastoral care responsibilities has a written Induction, Training and Development Plan.</p> <p>This is a repeated required action, in respect of which an extended timescale was given.</p>	31.12.04
10		BS35	<p>The Staff Handbook should be expanded to include:</p> <p>The Tutor system, The Prefect system, the Staff Disciplinary Procedure.</p> <p>This is a repeated required action, in respect of which an extended timescale was given.</p>	31.10.04
11		BS51 & BS38	<p>The School should ensure that Criminal Records Bureau Disclosures at Enhanced Levels are provided in respect of all staff and in respect of all adults living in Host Family accommodation.</p>	Immediate and ongoing
12		BS40	<p>The Mews corridor areas should be fitted with carpeting.</p> <p>This is a repeated required action, in respect of which an Action Plan for addressing the issue is requested.</p>	Action Plan to be provided by 31.12.04

13		BS41	<p>The programme of replacing windows at The Mews should be completed.</p> <p>This is a repeated required action, in respect of which an Action Plan for addressing the issue is requested.</p>	Action Plan to be provided by 31.12.04
14		BS46	<p>The Boarders Handbook should be expanded to explain which areas of the school site are out of bounds, including staff's private family accommodation.</p> <p>This is a repeated required action, in respect of which an extended timescale was given.</p>	31.10.04
15		BS26	<p>The School should ensure that:</p> <p>Checks on fire safety systems in all boarding house areas are undertaken as per the advice of the Fire Authority (details inside the Fire Log Book) and</p> <p>All such checks undertaken are recorded in the Fire Log Books for each boarding house.</p> <p>These checks to include testing the alarm, checking break-glasses, checking emergency lighting, and visual checks that fire extinguishers are in place and in full working order, and that exit routes are clear.</p>	Immediate and ongoing
16		BS40	<p>The boarding accommodation in Goldrood House (including all dormitories and bathing, and toilet facilities) should be redecorated to bring it in line with the facilities and standards of décor in the other boarding houses.</p>	30.09.04
17		BS47	<p>The School should ensure that safe hot water temperatures (in the region of 43°C) are maintained in all areas of the School accessed by pupils / boarders.</p> <p>Regular hot water temperature checks should be undertaken and recorded in boarding facilities.</p>	Immediate and ongoing

### GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

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

No.	Refer to Standard *	Recommendation Action
1	BS17& BS7	It was recommended that individual Boarders Welfare Records are introduced that cover their holistic needs including – special needs, health care needs, and emotional needs.  This is a repeated recommendation.

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

### INSPECTOR'S DECLARATION

(where applicable)

N/A

Lead Inspector Bridget Forrest Signature \_\_\_\_\_

Date \_\_\_\_\_

#### Public reports

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

## PROVIDER'S RESPONSE

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

We would welcome comments on the content of this report relating to the Inspection conducted on 30<sup>th</sup> June 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

**Action taken by the CSCI in response to provider comments:**

Amendments to the report were necessary

☐ NO

Comments were received from the provider

☐ YES

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

☐ NO

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

☐ YES**Note:**

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

**Please provide the Commission with a written Action Plan by 9<sup>th</sup> August 2004, which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.**

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

Action plan was required

☐ YES

Action plan was received at the point of publication

☐ YES

Action plan covers all the statutory requirements in a timely fashion

☐ YES

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

☐

Provider has declined to provide an action plan

☐

Other: &lt;enter details here&gt;

☐**Public reports**

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



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

**Print Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Date** \_\_\_\_\_

I, \_\_\_\_\_ of St Joseph's College am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

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**Print Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Date** \_\_\_\_\_

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