



*Making Social Care  
Better for People*

# inspection report

**BOARDING SCHOOL**

**Badminton School**

**Westbury On Trym  
Bristol  
BS9 3BA**

*Lead Inspector*  
**Wilfried Maxfield**

*Key Unannounced Inspection*  
**20th February 2007 09:30 am**

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

<b>Reader Information</b>	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
Further copies from	0870 240 7535 (telephone order line)
Copyright	This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI
Internet address	<a href="http://www.csci.org.uk">www.csci.org.uk</a>

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>	Badminton School
<b>Address</b>	Westbury On Trym Bristol BS9 3BA
<b>Telephone number</b>	0117 9055200
<b>Fax number</b>	0117 9628963
<b>Email address</b>	
<b>Provider Web address</b>	<a href="http://www.badminton-school.sch.uk">www.badminton-school.sch.uk</a>
<b>Name of Governing body, Person or Authority responsible for the school</b>	Badminton School
<b>Name of Head</b>	Mrs J Scarrow
<b>Name of Head of Care</b>	Mrs Julie Till-Dowling
<b>Age range of boarding pupils</b>	11-18
<b>Date of last welfare inspection</b>	15/01/2005

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

Badminton School is an independent, boarding and day school for girls aged between 11 and 18. It is a registered charity governed by a board of governors.

It was founded in 1858 and originally occupied Badminton House in Clifton. The school moved to its present site in Westbury-on-Trym in 1924. It is now located on an attractive 20-acre campus and has excellent sports facilities including tennis courts, a heated swimming pool and an indoor sports hall. There is also a theatre.

Badminton School is on the outskirts of the city. However, buses into the city are frequent. The students find a wide range of leisure activities including cinemas. It is a short walk from the school to the local shops in Westbury-on-Trym.

At the time of the inspection the school had 399 girls on roll of which 176 were boarders. Young people board in age groups, years 5-8, 9-10, year 11, and years 12-13. The majority are full boarders (153) with 17 weekly and 6 flexi boarders being accommodated at the time of inspection.

Boarders are accommodated in four boarding houses:

1. Cote Grange Cottage houses 10 to 12 year old children. At the time of inspection 18 young people lived here.
2. School House has in excess of 50 boarders, aged 13 and 14 year old.
3. Northcote has 26 young people living there, aged 15-16.
4. The largest boarding house is the Sixth Form Centre with 80 young people boarding. 20 daygirls use the facility during school hours.

A fifth boarding house is currently under construction.

The population of boarders is from a rich and diverse background. Almost 25% of young people are from overseas, generally based in South East Asia, the Middle East, Africa, Europe and the USA. Pupils from more than a dozen countries much enhance the school's international ethos. Daygirls travel from a wide catchment area of up to 25-mile radius covering Bristol and the surrounding areas. UK-based boarders generally live within 2 ½ hours' travelling distance.

The school is currently ranked 8th in the Financial Times league tables, has a 100% pass rate at A level and over the past years has achieved the highest results of any school in the South West of England. With 100% of students offered university places, 20% in Oxbridge

# SUMMARY

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

The purpose of the visit was to monitor the progress to the recommended actions from the last key inspection in January 2004 and review the standard of boarding provisions and welfare systems provided to the young people living and studying at Badminton School. An additional random visit was conducted on the 15<sup>th</sup> of January 2005. The outcomes of this visit also substantially inform this report.

The School was inspected for three days by a team of two inspectors from the Commission. This was a joint inspection. One Boarding School Professional Inspector (BSPI) provided the team with her expert knowledge.

The recently appointed (June 2006) Director of Boarding supported and assisted in the entire inspection process. She is also the school's Child Protection Officer. This enabled inspectors to focus on vital aspects of the protection, welfare and other primary organisation and management systems of the School. It included the inspection of essential records, policies and procedures and all of the other systems required to document the care given to the young people.

A representative sample of the boarding house staff team was formally or informally interviewed. This included House Mistresses and their Assistants.

Other key staff interviewed represented the academic and curriculum management of the School as well as the management of the estate including building and development planning, health and safety, cleaning and catering departments. The Bursar is the School's appointed Health and Safety Officer and responsible Fire Officer.

The Bursar was also consulted over financial and personnel matters relevant to the Boarding School Standards. The School's staffing records, systems of staff vetting and Criminal Record Bureau checking were scrutinised as part of this inspection.

An intensive internal and external tour of the school premises was conducted. This included a tour of the medical centre and interviews with the two Registered Nurses on duty during the days of this visit. All of the boarding house buildings were seen and inspected. Leisure and sport facilities regularly used by boarders were also scrutinised.

Early morning and late evening visits to the boarding houses ensured inspectors were able to form views on the quality of life and activities in the houses outside the formal school day.

Young people returned a number of questionnaires sent out prior to inspection. Comments were analysed and form part of this report. A substantial number of young people were interviewed. All of them were spoken with in 'year groups'.

In line with past recommendations the school has now appointed a member of the Board of Governors in order to ensure the monitoring of the welfare of boarders. She was interviewed as part of this inspection.

Feedback on the findings of this inspection was given to the Senior Management Team at the last day of the inspection.

The inspection was carried out from 20<sup>th</sup> to the 23rd of February 2007.

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

The expertise, commitment and experience of the new Director of Boarding ensure the continued progress in all developmental areas of boarding.

The management of the school is highly effective. The management of departments and of boarding is good.

The Head Master and her dedicated Senior Management team ensure that welfare systems operated by Badminton School are of a very good quality.

The standard of the buildings, furnishings and equipment, decoration and cleanliness of all boarding houses is high. The school is commended for providing boarding facilities that are safe, well cared for and looked after.

The beautiful grounds and buildings are always exceptionally well looked after and form an essential element in promoting the general feeling of well being of children and young people.

The school is commended for providing healthy and tasty food to accommodate a wide range of cultures and ethnicity.

Young people are happy and contented, with very few criticisms of the school. There is a tangible feeling of loyalty to the school, of belonging and of community amongst pupils.

Pupils feel well supported, with relationships between staff and young people being of a high quality.

The system of elected Head Girls (instead of a prefect arrangement) and their representative functions was found to be commendable and exceptionally well implemented.

The school has an excellent system to secure Boarders views and ensures consultation with the young people is at the heart of the school's development and principles.

Behaviour of young people was found to be exemplary and pupils responded very positively to the range of demanding questions asked during inspection interviews.

The school has a disciplinary policy that is known to the pupils. The ethos of mutual trust, respect and support means that serious discipline problems very rarely arise.

Equally, incidents of bullying are very rare. The one incident monitored and scrutinised during this inspection was dealt with in a professional and sensitive manner.

Pastoral and counselling support for young people is good. The school provides very high levels of pastoral care. This could be more effectively advertised and formalised.

The school has an excellent welfare networking system with a wide range of key staff available for young people with welfare concerns. Interdisciplinary networking meetings between tutors, year heads, housemistresses and the head ensure very effective exchange of information and troubleshooting.

Boarding house welfare systems are safeguarded by the School's overall welfare networking policies and procedures. The school has a wide range of policies, documentation and systems that enable boarding staff and teachers to monitor, social, welfare, medical and personal development. These policies are of a good quality.

Boarders are looked after by an experienced and committed group of staff.

Boarding staff themselves feel well supported by competent and respected line management and supervision.

The Director of Boarding is commended for operating clear, transparent and effective management and leadership. This included an inspection process supported and managed in a well prepared, welcoming and open manner.

Medical provisions and the 'sick bay' facilities are good.

The School's risk assessment procedures are excellent and ensure the safety of young people.

The bursar is commended for managing efficient and transparent systems. All ancillary staff including catering and cleaning contribute significantly to the welfare of the young people.

Equally, administrative staff and recruitment and vetting procedures are well managed.

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

Pupils can feel better protected since a policy on countering bullying is included in information given to boarders and carers.

Equally, children and young peoples rights are better promoted and protected since the contents of the Area Child Protection Committee (ACPC), 'Child Protection, Policies and Procedures' manual are made known to staff through an in house training programme.

Pupils can be assured that fairness and consistency of approaches are better safeguarded since the recording on the sanctions given to the children are written up in more detail.

Equally, pupils can be assured that fairness and consistency of approaches are better safeguarded since the school maintain a central record of all disciplinary measures administered in order that any concentration or trend in recorded punishments can be monitored.

Possible concerns by external and internal stakeholders would now be better managed since complaints (none recorded) in relation to the boarding provision are kept in a separate file.

The monitoring of safe and consistent standards can now be better guaranteed since a system is in place in the School to ensure the Governors are monitoring the welfare of boarders.

The health and safety of children and young people is better safeguarded since medication supplied on prescription for one student is only administered to that person and is not used as a school "stock".

All of the children and young people can be assured of good quality accommodation since the use of rooms within the sanatorium area as standard bedrooms has ceased.

Children and young people can be assured of a well trained and looked after work force since there is a range of training available to Boarding staff and Staff supervision has been formalised.

Pupils are now better protected through stringent recruitment and vetting procedures since two references and job descriptions are available on all the

staff files and all the 'Gap' students complete CRB (Criminal Records Bureau) checks.

Children and young people will benefit from a well cared for environment since environmental concerns pointed out after the key last inspection visit have been dealt with.

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

Children and young people's fair and effective behaviour management would be better guaranteed if the school reviewed individual practice in boarding houses and insured that any variations in sanctioning is formally approved by the school's management.

Equally, children and young people's fair and effective behaviour management would be better guaranteed if the school published a definite guide to behaviour management and approved sanctions in the boarders' handbook.

Young peoples' health and safety would be better protected if the school ensured that nurse's tasks included the regular monitoring of medication cupboards and prescribed stored medication in individual boarding houses.

Equally, young peoples' health and safety would be better protected if the school ensured that nurse's tasks included the regular monitoring of first aid boxes across the school site.

The contact arrangement for young people with parents, friends or family living in countries with a considerable time zone difference would be better protected and promoted if the school conducted an urgent review into each individual case as discussed in the feed back session.

Pupils and staffs health and safety would be better protected if the school ensured that all members of staff adhered to the school's own health and safety policy including all regulations specific to COSHH (Substances Hazardous to Health).

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. The summary of this inspection report can be made available in other formats on request.

# **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)

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

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

6, 7, 15, 16, 17, 24, 25, 48, 49.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The School is proactive and effective in countering major risks to the health of its pupils. Boarders receive good health care through the school's own expert medical centre. Medication issues are well managed. Record keeping is good. However, medical boxes and records in the boarding houses need regular monitoring by nurses. This is also recommended for first aid boxes across the site. The school is commended for providing healthy and tasty food for all the many different cultures across the pupil population.

## **EVIDENCE:**

The school has clear written policies on all health matters. This includes guidance for pupils on illegal substance and solvent abuse, smoking and alcohol, a stress policy, a sex and relationship policy, and a 'protecting oneself from abuse' policy. All policies are contained within the relevant information

documents, which are sent to parents and are always available on request. Members of staff interviewed were clearly briefed on these issues and know policies related to pupils health matters.

The School has a good quality medical centre. Every student is given a basic medical examination on arrival at the school. All of the young people have access to the school doctor who might choose, in consultation with the nurses, to perform a full medical. Recording systems that safeguard and promote boarder's health were discussed and appraised with the school doctor and nurses present. The school keeps a record of each boarder's health background. These were seen to comprise the elements recommended in NMS 7.2 and are completed with the help of the parents and carers outlining a medical history and any current health problems. Boarder's records include identification of the person with parental responsibility and contact details for parents in case of an emergency. Parents, carers, teachers and boarding staff are immediately notified of any concerns.

All of the young people have access to the school doctor. Two doctors are employed by Badminton School to work a well-designed hourly duty cover during the week. The school operates a call out rota, which ensures medical advice and cover by doctors at all times.

Arrangements designed to secure medical, dental and optical attention for boarders were seen to be efficient. All of the nurses on duty during the time of the inspection were interviewed and hold a current nursing registration and update their training regularly with the Royal College of Nursing. The school doctors are the named professionals for guidance and consultation for the nurses. The administration of medication is robustly and effectively managed throughout the medical centre. However, when inspecting medical cupboards in the boarding houses it became apparent, that the remit of nurses does not extend to monitoring these. Subsequently, a wide variety of procedures of recording and storing medication are in operation with differing levels of quality in evidence. In one case outdated medication was found and levels of recording were particularly poor. The school is reminded of the wording and content of National Minimum Standard 15.2, which recommends that an appropriate designated senior member of staff regularly monitor a written record of all medication. In the context of Badminton Schools staffing structure this would be one of the school nurses. A recommendation is made.

There are a large number of first aid boxes kept in numerous locations around the school. When scrutinising the content of first aid boxes found across the site differing qualitative levels of content were found. In some cases equipment levels were not what was normally to be expected if monitored by a medical expert. Again it was found, that the remit of nurses does not extent to monitoring these. A recommendation is made.

Boarders are able to summon staff assistance by day and by night. There are clear procedures for boarders and the medical centre in case of a sudden illness or accident. The school makes sure in its contractual arrangements that members of its staff can act 'in loco parentis' in case of a medical emergency of its overseas students.

Teaching and boarding house members of staff are made aware of individual boarders significant health problems. A list of young peoples' allergies and other health needs is kept and distributed around the school to inform relevant staff i.e. the gym, theatre, chemistry laboratory, etc. The catering department is likewise advised of allergies and dietary requirements.

Remarkably, feedback about catering in the 'Young People's Survey's' filled in by pupils prior to this inspection were in almost all cases very positive about the meals provided by the school. In fact, the level of approval seemed almost entirely 'out of character' -considering the age groups in question and levels of dissatisfaction normally associated with school catering provisions. The school is particularly commended for the fact that pupils from all cultures learning and living at Badminton collectively are in agreement about this praise. Indeed, at the time of the Inspection the food provided was of an excellent quality and quantity with a wide range of choice. Menu plans were seen which confirmed that a varied and nutritious diet is provided. This also showed evidence that foods from a variety of cultures are frequently provided. Conversations with boarders, pupils and staff confirmed that this was nearly always the case.

In all of the boarding houses access to drinking water, the means of food preparation and the general availability of snacks were fully satisfactory.

The School fully complies with National Minimum Standard 48 regarding the suitability of accommodation for ill boarders.

Laundry provisions for boarders, including bedding and clothing are of good quality.

## Staying Safe

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

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

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

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

2, 3, 4, 13, 22, 26, 29, 37, 38, 39, 41, 47.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Bullying is not a problem at the School. One concern reported by young people has been thoroughly investigated and sensitively dealt with. Child protection systems are robust and sound. Behaviour management and sanctioning procedures need addressing. Levels of consistency need reviewing.

Recruiting and vetting of staff is robust and sound. Health and Safety issues are well managed but the school needs to adhere to COSHH regulations.

## **EVIDENCE:**

The school's policy in addressing bullying is clearly written and is contained in all of its relevant information documents.

The sample of questionnaires returned by boarders did not highlight any concerns about bullying at the school with all of the young people in the sample ticking the 'no' box when answering the question "Are you being bullied?" Many of the other young boys spoken to during this inspection said that the ethos of the school (that of a supportive community) discouraged bullying and that they were confident that staff would deal with bullying appropriately should it arise.

However, during one of the interviews conducted with a specific year group pupils highlighted a case of bullying that had happened in the course of the previous year. In fact, a case of racial bullying had been reported and subsequently been investigated by the schools management. Procedures and exact nature of the investigation were discussed with the Head Mistress and some of the members of the senior management team. All members of staff interviewed about this specific case were well briefed and new the schools agreed responses on the matter. From all evidence available during this inspection, including the responses of the young women involved, the school had dealt with this case in professional and sensitive way.

The Director of Boarding is the identified Child Protection Coordinator. In her absence arrangements are clearly deputized. All members of the staff team, academic and/or boarding, were aware that any disclosure of abuse should be immediately referred to the designated Child Protection officer. A copy of the Area Child Protection Committee Child Protection Procedures was in place and staff spoken to know where they can access this. All staff completed an on-line training course on Child Protection.

No child protection concerns have been raised with the Director of the local Social Services Department in response to the Inspector's pre-inspection letter.

Concerns were raised during interviews by a significant number of pupils about the way they perceived some of the sanctioning practices employed by particular members of the boarding staff in two of the boarding houses. Individual concerns were subsequently discussed with the Head Mistress who agreed to conduct an investigation into the concerns and review the

sanctioning policy. From all available evidence it is likely and understandable that pupils perceive some of the current practices to be subjective, emotive and inconsistent. It is recommended that the School review the practices outlined by inspectors during feed back sessions to ensure that the aims and objectives of all punishments are clear across the school and insured that any variations in sanctioning is formally approved by the school's management. A second recommendation is made for the school to publish a definite guide to behaviour management and sanctioning policy in the boarders' handbook. It is recommended that a 'approved sanctions' catalogue is published. The current chapter in the Boarders Handbook (Draft) was found to be too vague.

Instead of 'prefects' Badminton chooses to opt for three Head Girls, which are appointed through a peer group election process. Head Girls have no disciplinary role. They have a purely representational function and provide a means of communication between the Headmistress and other Senior Staff and the Day Pupils and Boarders. The system ensures that a minimum of one Boarder is elected. The overall operation of this scheme was found to be excellent and the school is commended for providing and promoting it.

The school does not appoint educational guardians. The policy on guardians suggests parents use external agencies.

The Bursar was interviewed about the school's fire safety procedures as part of this inspection. He reported on the ever-increasing burden on schools having to cover the entire spectrum of fire risk assessment and quality assurance without the assistance and direct monitoring of the local fire brigade. However, systems and equipment in place were well maintained and risk assessments in relation to fire were also seen to be in place. Routine tests and evacuation procedures are carried out in regular and well-monitored frequencies. Boarders were aware of fire exits and reported accurately on the expected fire procedures. No fire related issues were identified.

The school has a well-designed system for carrying out risk assessments on all the critical aspects of school life where a danger may be present. The system ensures that ongoing reviews are made of these assessments and specified action is clearly detailed. Risk assessments were seen to be in place. The school organises a number of sports and adventure activities. There was evidence seen in staff guidance documents that these are appropriately supervised and risk assessed. The staff team have to adhere to clearly written safety procedures for such activities.

Privacy arrangements seemed adequate across all boarding houses.

A sample of recruitment records was scrutinized. These showed that all staff in the sample had been CRB (Criminal Records Bureau) checked and that recruitment files and information were audited against the elements required by NMS 38.2. The School ensures that all staff working unsupervised with

boarders have been CRB checked. This includes all ancillary staff, part-time, contract staff and volunteers.

Badminton School has installed CCTV cameras at strategic points across the site. A specialist Security Consultancy undertook a comprehensive Security Audit and Review in February 2005. A significant number of the recommendations made at the time have already been implemented. The school is aware of the fact that the area around Northcote still needs additional security devices and is planning to install CCTV cameras once the current building project is completed. No unauthorised entry into a boarding house was reported to inspectors.

When visiting and scrutinizing parts of the boarding house environment a significant number of unsafe cleaning and similar products were found. A designated cupboard in the sixth form boarding house was found to be unlocked. A recommendation is made for the school to ensure that all members of staff adhered to the school's own health and safety policy including all regulations specific to COSHH (Substances Hazardous to Health).

# Enjoying and Achieving

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

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

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

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

11, 14, 18, 27, 43, 46.

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service.

Almost all of the young people are happy with the activities that are provided for them. Pastoral care is excellent but needs to be formalised and better advertised. Young people from a wide range of cultural backgrounds are very happily integrated in the School. Boarders do not have any onerous demands placed on them. The public also make use of some of the recreational areas used by boarders. This is well monitored and controlled.

## **EVIDENCE:**

Boarders reported on a wide range of recreational activities in the survey sent out by the Commission. In interviews and group discussions pupils echoed this altogether positive picture across all year groups. Children and young people are consulted about the types of activities they enjoy before calendar planning takes place. On-site recreational facilities for Boarders to use are of an excellent standards

There was ample evidence to conclude that the school excels in the area of pastoral support and guidance and that this is at the heart of the schools philosophy and approach. All of the boarders who returned the pre-inspection questionnaire survey could identify several members of staff to whom they could turn to for personal guidance or help with a personal problem.

- There is a personal tutor system in place during the day for all of the pupils. Several boarders stated that this was a particularly useful source of support and guidance. Constant networking and liaison ensures a link between the Heads of Year and the Director of Boarding.
- Peer group support at the school is excellent and many of the young people commented very positively about this.
- All staff spoken with had an excellent understanding of individual girls needs.

The school employs a counsellor for a limited amount of hours per week. While this is an excellent resource this service was not known to a large number of boarding pupils spoken with. The counsellor was interviewed as part of this inspection and confirmed that she felt well used and that she was currently dealing with a number of live cases.

The School has links with local Psychiatric/Psychological services, which can be accessed via the G.P when necessary.

Each Boarding House displayed 'Child line' contact information posters on their notice boards.

The school accommodates young people from a wide range of nationalities and cultural backgrounds. From all available evidence levels of integration seemed excellent. Feedback from boarders indicated that they did not feel discriminated against and that their cultural and religious needs were well catered for within the school. All of the young people reported on the positive, happy and sociable aspects of their boarding experience. The school documents seen showed a commitment to equal opportunities and anti-discriminatory practice. Members of the staff team all demonstrated expert knowledge in this area.

Boarders do not have any onerous demands placed on them.

Boarders are provided with suitable private and organised studying facilities. These were seen during the inspection.

A guided tour of the recreation areas by the bursar showed that boarders have a range and choice of safe recreational areas. These included indoor and outdoor sports facilities. The public also heavily use some of these facilities and policies and procedures are designed to provide safe, exclusive and well-supervised access for boarders.

## Making a Positive Contribution

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

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

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

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

12, 19, 21, 30, 36.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Consultation with boarders is excellent, both formal as well as informal. Young people feel well supported by a wide range of staff. Contact problems with families living in widely different time zones were reported by a number of young people and need reviewing. Good relationships between staff and young people were observed throughout this inspection.

### **EVIDENCE:**

From the many conversations with the young people held throughout this inspection and from observations made of pupils interacting with academic and boarding staff it can be safely concluded that Badminton boarders feel free and are regularly enabled to voice their opinions. In fact, in all meetings held with Boarders individual pupils aired their views with confidence, clarity and, at times, 'straight down the line'. The school offers many platforms to do this more formally. This includes a 'Boarders Committee', which forms the central

means for Boarders to communicate. Other formal opportunities are offered in the form of a Food Committee, a regular Head Girls Meeting with the Headmistress and the regular three weekly visits by the Director of Boarding to each house group designed to listen and collect issues. Overall, the systems in place to ensure Boarders views are secured were found to be of an excellent nature.

Contact problems with families living in widely different time zones were reported by a number of young people from different cultures and need reviewing. This review should also include the use of electronic systems. A number of the young people affected by what is perceived to be restrictive practise reported on adverse configurations of the emailing and messaging facilities. However, the central problem occurs when Boarders are under pressure to make use of 'minimal time windows', which put individuals under pressure and are perceived as unrealistic. This seemed to be a larger problem in one particular boarding house. A recommendation is made.

In addition some of the Boarders seem to be under the impression that their emails are being read by members of staff who, in their believe, are alerted by the 'Navaho' filtering software. This would be a violation of National Minimum Standard 19.4. Discussing this issue with the Senior Management team during the feedback session the Headmistress reassured that this misunderstanding would be clarified when next discussed with the Boarders.

A good induction programme for new boarders was seen to be in place. There are clearly written guidance documents in place for boarders and their families.

The arrangements for Boarders to have access to information about the external world and have access to local facilities appropriate to their age are commendable. It was evident that the schools management operates a well researched, supported and implemented scheme to ensure Boarders are safe through a number of protective measures and yet have the freedom to access the community. The age appropriateness of the scheme was found to be excellent.

Feedback from boarders indicated that they were satisfied with their relationships with staff. In the boarding house a friendly atmosphere and good relationships between staff and boarders was observed.

# Achieving Economic Wellbeing

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

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

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

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

**20, 40, 42, 44, 45, 50.**

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Boarders' possessions and money are well protected. Boarding houses presented as homely, well looked after and generous environments refurbished to a high standard.

## **EVIDENCE:**

Every room provides for a suitable secure place for young people to keep personal possessions safe. Bedroom furniture includes lockable drawers and cupboards for valuables. Valuable items such as tickets and passports can also be handed in to be stored in the house safe.

The boarding houses presented as homely, well looked after and generous environments, which some of which have recently been renovated, refurbished and decorated to a very high standard. Rooms were adequately lit, heated and ventilated and kept clean and tidy. Each boarding house has a domestic

assistant employed for five days a week. The Domestic Bursar conducts regular quality control checks to ensure consistent hygiene and cleanliness.

All areas of accommodation felt well cared for and maintained with very few items requiring attention. The scale of items requiring attention was considered to minor to warrant inclusion into this report but individual issues were brought to the attention of the Senior Management team during feedback. Inspectors met a dedicated and experienced maintenance team, well able to deal with a wide range of regular maintenance tasks. Boarding accommodation is subject to a rolling maintenance programme and all of the boarding house had a major 'make-over' in the last 3-4 years. Some of the bedding and furnishings have also recently been replaced to a good standard. Maintenance systems in place allow for a speedy reaction with most maintenance requests completed on the same day.

All bedrooms are well furnished and appear comfortable. All are carpeted and of a good size. There is sufficient space and gender and age groupings were seen to be appropriate. Bed linen is changed weekly or more frequently if required.

Toilet and washing facilities were seen to meet the required standard. Sports changing and showering facilities for boarding pupils are of sufficient size, clean and are well appointed.

Badminton runs a small shop available twice a week. Pupils can obtain minor personal toiletries and stationary from the school shop.

# Management

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

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

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

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

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

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service.

The School boarding principles and practice are published and available to parents, boarders and staff. Leadership and management of boarding is excellent. The Schools governing body has appointed a dedicated and experienced Council Member to monitor the welfare provision. Members of the boarding staff are experienced and appropriately qualified.

## **EVIDENCE:**

The School made available to the inspectors a range of clearly written, detailed and comprehensive information documents intended to advise boarders, staff, parents and other stakeholders about the philosophy and aims of the school as a whole and to give an outline of the facilities and welfare support for boarders. Key documents are the Boarding Handbooks for pupils and staff, and the Prospectus and Admissions Paperwork. Badminton schools website was also scrutinised as part of this inspection and found to reflect accurate, helpful and valuable information about the school.

The School also provided the Inspectors with an extensive range of the schools 'Policies and Procedures' including its child protection, bullying and complaints procedures. These were also clearly written.

The Director of Boarding was appointed during the Summer Term 2006. She was interviewed as part of this inspection and assisted it in every way. Her preparation for this inspection, including the forwarding of preparation materials was of outstanding quality. She was exceptionally well informed about all aspects of boarding practice and was still in the process of updating and innovating inherited systems. She has worked in different functions in the independent school sector for many years, including having been a Deputy Head, and is dedicated to the schools culture, aims and objectives. Her team working approach is much appreciated and highly regarded by every member of the boarding staff interviewed by inspectors.

Other key senior boarding staff members also have impressive levels of experience and training:

1. The Housemistress of the 6<sup>th</sup> Form Centre has worked at Badminton since 1999.
2. The Housemistress of Northcote House has worked for the schools boarding for almost 20 years.
3. The Housemistress of School House has 6 years of experience in boarding.
4. The Housemistress of Cote Grange has worked at badminton for 19 years, 25 years overall in boarding schools.

All members of the boarding staff are experienced and appropriately qualified. Their level of qualification and knowledge is regularly updated by attending relevant Courses. The Headmistress and the Director of Boarding informs and liaises with the schools governing body on any related matters.

The school conducts regular routine inspections of the boarding and associated welfare issues. This includes a system is in place to ensure the Governors are monitoring the welfare of boarders in relation to the recommendations made in National Minimum Standard 8. The appointed person was interviewed as part of this inspection and found competent and knowledgeable.

Badminton has a Crisis Management Policy and a clearly devised Crisis Management Plan to plan responses for a number of foreseeable major incidents. The plan was seen to be comprehensive and satisfactory. The Health and Safety Committee review this annually.

The organisation of boarding houses provides appropriate protection of boarders by age. Badminton fully complies with all the applicable elements of the National Minimum Standards 10.

The Bursar monitors accidents and risk assessments. The Director of Boarding frequently examines daily logs written by boarding house staff. Sanction logs are checked half termly and signed off. The Headmistress regularly monitors complaints. The Headmistress, Deputy Head or the Director of Boarding deal with the implementation of all sanctioning and monitor the right interpretation of the policies.

It is recommended that the School's governing body establishes a formal system of monitoring and quality assessment of the welfare provision in the School.

There are sufficient numbers of staff sleeping and available to boarders at each boarding house at night. Two members of staff are on duty in each house to sleep in every night. Boarders confirmed that they were able to contact staff at night if needed.

All staff members with boarding duties have accurate job descriptions. From the sample of staff interviewed all were able to confirm that they received an induction, which included guidance on child protection.

All boarding house managers voiced universal approval of the new supervision procedures introduced by the Director of Boarding.

The Headmaster stated that should off site accommodation be provided for boarders, for example in the case of field or camping trips, all the requirements of Standard 52.8 would be met. Many off-site trips are organised by companies specialising in school trips.

# SCORING OF OUTCOMES

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

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

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

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
6	3
7	3
15	2
16	3
17	3
24	4
25	3
48	3
49	3

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

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

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	4
19	2
21	3
30	4
36	3

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

# SCORING OF OUTCOMES

## Continued

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

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.	BS4	The school needs to publish a definite guide to the specific sanctions approved by the school and behaviour management in the boarders' handbook.	01/05/07
2.	BS4	Individual practices in specific boarding houses need reviewing and variations in sanctioning need to be formally approved by the school's management.	01/05/07
3.	BS19	The school needs to urgently review arrangements for young people with parents, friends or family living in countries with a considerable difference in time zone.	01/04/07
4.	BS47	All areas used by boarders should be free from avoidable hazards. All members of staff need to follow the school's own Control of Substances Hazardous to Health policy.	01/04/07
5.	BS15	School nurses should regularly check first aid boxes across the site.	01/04/07
6.	BS15	A school nurse to regularly check medication records and secure cupboards in the boarding houses.	01/04/07

## **Commission for Social Care Inspection**

Bristol North LO  
300 Aztec West  
Almondsbury  
South Glos  
BS32 4RG

National Enquiry Line:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

Web: [www.csci.org.uk](http://www.csci.org.uk)

© This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI