



Making Social Care
Better for People

inspection report

BOARDING SCHOOL

St Joseph`s College

**St Joseph's College
Birkfield
Ipswich
Suffolk
IP2 9DR**

Lead Inspector
Julie Small

Announced Inspection
1st February 2006 09:30

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 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

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

Name of school St Joseph`s College

Address St Joseph's College
Birkfield
Ipswich
Suffolk
IP2 9DR

Telephone number 01473 690281

Fax number 01473 602409

Email address head@stjos.co.uk

Provider Web address

**Name of Governing body,
Person or Authority
responsible for the
school** Mrs Lea

Name of Head Sian Grant

Name of Head of Care Mr Hunter

**Age range of boarding
pupils** 11 - 19

**Date of last welfare
inspection** 30th June 2004

Brief Description of the School:

St. Joseph's College is an independent school in Suffolk, which was formed in 1995 following a merger of two separate independent boarding schools in Ipswich. It is a co-educational school, which although founded on Christian / Catholic beliefs, offers education and boarding to pupils from all faiths.

The School is located at Birkfield, which is a residential area on the outskirts of Ipswich and is approximately 2 miles from the town centre.

The School provides education for boys and girls from 3 to 18 years of age, on a large school site including facilities for nursery and junior pupil education.

The boarding arrangements comprise three boarding houses – Hillbrow House, Goldrood House, and The Mews. Young people boarding at Goldrood use the study and leisure facilities at The Mews.

Hillbrow House is a 4 storey detached Victorian house located in Belstead Road, away from the main school site but within walking distance of the school. It was acquired by the school a number of years ago, and has been converted to comfortable and homely boarding accommodation, primarily for younger male boarders and older boys who are boarding for the first time. The house parents who run Hillbrow House are Mr and Mrs Hunter, who occupy a self-contained flat in the basement of Hillbrow House.

Goldrood House has a small amount of its total space devoted to boarding accommodation, but is otherwise used for the younger day pupils schooling. The Mews is a purpose-built block of 'student' style accommodation, comprising almost entirely single bedroom accommodation, plus showering and toilet facilities. The Mews is sub-divided into separate accommodation for male and female boarders, with appropriate security arrangements for separating the sexes. A member of staff with pastoral care responsibilities for boarders at The Mews and Goldrood, Mrs Smith, resides in adjacent accommodation. Other members of staff with pastoral responsibilities live elsewhere on the school site, or are provided with sleeping-in accommodation in The Mews or Goldrood during their shift of duty.

SUMMARY

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

The inspection took place on Wednesday 1st February 2006 between the times 9.30 to 20.30, and was undertaken by regulatory inspector Julie Small and regulation manager Anna Rogers.

During the inspection a tour of the boarding houses was undertaken, three groups of five young people and one group of four young people were met and spoken with. The head teacher, five members of staff with boarding responsibilities, three staff members with responsibilities such as child protection were met and spoken with.

Records were viewed which included young peoples welfare records, staff recruitment records, fire records, incident report records, medication records and young peoples signing in and out records.

The schools staff and young people were joined for lunch and dinner by the inspectors. All young people and staff spoken with welcomed the inspectors, and provided requested information openly and promptly.

A pre inspection questionnaire, the head teachers self assessment questionnaire, boarders handbook, boarding staff handbook, information for boarders and welcoming overseas pupils handbooks were received prior to the inspection.

What the school does well:

The school has a warm, welcoming and friendly environment. The staff met and spoken with demonstrate a clear knowledge of the young peoples needs and are committed to meeting these needs. The relationships shared by staff and young people were observed to be very good. During the inspection it was clear from evidence that the well being of the young people was central to the running of the school.

The school embraces the diversity of its population and the community in which it is situated.

The accommodation provided to young people is clean, comfortable and secure, providing a homely family environment for young people who are living away from home.

What has improved since the last inspection?

The boarding areas have been redecorated to a good standard. The Mews has carpets on the first floor corridors. Showers and toilets have been redecorated and refurbished. This programme is ongoing. The sanatorium provides accommodation for a staff member to remain in the area with a young person if they are ill.

Regular checks are made on fire systems in the boarding houses.

The complaints procedure and information provided to young people, parents and staff contain contact details of the Commission for Social care inspection (CSCI). The boarder's handbook informs young people that they cannot use areas, which are out of bounds.

There is an updated child protection procedure, actions to take when a child is missing and substance misuse policy.

Enhanced CRB (criminal records bureau) checks are undertaken for all staff and all adults in the host family households.

What they could do better:

Medication records in The Mews should have the initials of staff administering medication to young people. A running total of all medication stored at Hillbrow should be kept.

Two references should be available in staff recruitment records.

The water in a bathroom at The Mews was found to be in excess of sixty degrees, a staff member was spoken with and stated that they had received guidance regarding the prevention of legionella, that water should be this temperature. Documentation of regular checks was provided. The school have agreed to complete risk assessments, and provide a warning notice, advising students of hot water and seek confirmation regarding the legionella guidance.

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 or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

CONTENTS

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Recommended Actions identified during the inspection

Being Healthy

The intended outcomes for these standards are:

- Boarders' health is promoted. (NMS 6)
- Safeguarding and promoting boarders' health and welfare are supported by appropriate records. (NMS 7)
- Boarders' receive first aid and health care as necessary.(NMS 15)
- Boarders are adequately supervised and looked after when ill.(NMS 16)
- Boarders are supported in relation to any health or personal Problems.(NMS 17)
- Boarders receive good quality catering provision (NMS 24)
- Boarders have access to food and drinking water in addition to main meals.(NMS 25)
- Boarders are suitably accommodated when ill. (NMS 48)
- Boarders' clothing and bedding are adequately laundered.(NMS 49)

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

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

Young people can expect that their health and welfare is promoted and supported and that appropriate records are kept. Young people can expect that they receive adequate first aid and health care as necessary, that they are adequately supervised and accommodated when ill. Young people can expect that they receive good quality catering provision and have access to food and drinking water in addition to main meals and that their clothing and bedding are adequately laundered.

EVIDENCE:

The school has a substance abuse policy, which was updated November 2004. The boarding staff handbook 2005/2006 was viewed. This clearly explained the schools policy regarding the use of alcohol, smoking and drugs and substances. The boarders handbook 2005/2006 was viewed and provides clear information regarding alcohol, smoking and substance, medical information, health procedures and what young people should do if they have a problem, for example who they can talk to if they have a personal problem. The pre-inspection questionnaire listed that there have been recent two day talks to years 9 to 13 from external specialists on binge drinking and drug abuse.

Four young people's welfare records were viewed, which provide basic information, which includes their health and welfare needs. One young persons records identified that the young person has an allergy. The records viewed include contact information for all relevant individuals to the young person,

including their next of kin and who should be contacted in case of an incident. Records were observed to be kept in a secure location in the boarding house.

The school has a nurse on site during school hours. The school has a doctor who can be contacted if needed out of school hours. Two young persons records viewed held their medical cards. One staff member spoken with confirmed that they ensure that the young people are registered with a doctor when they are accommodated at the boarding house. The staff member spoken with said that the young people are provided with dental and optical appointments when required. The boarding sanatorium was seen, this provided two rooms with a bed and en-suite facilities. One staff member spoken with said that if a young person is ill and needs to stay in the sanatorium, the second room is accommodated by a staff member to support the young person during their illness. The boarding accommodation has staff available throughout the night, times the young people are present in the house, and if the young people need to ask for assistance if they are feeling unwell.

The first aid records were viewed in The Mews and Hillbrow, these clearly recorded all first aid treatment provided to young people, such as the application of a plaster and the provision of cold remedies, such as 'lem-sips'. The storage of medication was observed in The Mews and Hillbrow and in both medication was securely stored in a locked cabinet. At The Mews the medical records were viewed, which show that one young person takes prescribed medication. The records clearly showed the medication and its use and the time and date the young person had taken their medication. However, the taking of the medication is recorded by a 'tick', however the individual administering the medication must initial the recordings. The Hillbrow have various homely remedies, which have been provided by the young peoples families, they are stored, within the cabinet, in young peoples individual tray. A staff member has translated the directions for the medication and the translation is recorded on the medication. There is currently no record of what medication is stored in the cabinet, it is recommended that when medications are received into the boarding house the amount of the medication should be recorded in and out of the boarding house, which would provide a 'running total' of all medication kept in the house.

All young people spoken with said that they could speak to staff, both teaching and boarding staff if they have a problem or are unhappy. One young person said that 'the staff are brilliant'. One young person said that they know that staff will help to sort out problems rather than just listening to the problem. One staff member, who is the school chaplain was spoken with provides a 'listening ear' to young people if they wish to speak to them, they confirmed that they are employed to provide emotional and spiritual support to young people. There is an overseas development officer at the school, who speaks six languages and is available for children and parents to speak to in their first language if they have a problem and have problems with expressing it in English. The pre-inspection questionnaire also explains that young people often

approach the school nurse for support. There is also an independent listener available who speaks both English and Chinese.

The inspectors joined the school for lunch and dinner, which was tasty and nutritious. There were several choices, including hot meals, a salad bar and vegetarian options. Young people spoken with said that the food is mostly good, there is a good choice of food and most young people said that there was enough food provided, which met their cultural preferences. Two young men said that they would like more food. The dining area was large and had sufficient furnishings for the number of young people and staff who were eating. The dining room, furnishings, crockery and cutlery were clean. There were two serving areas available at lunchtime, which provided a short queuing time.

The Mews has a large soft drinks dispenser in the games area. There is drinking water available from the kitchen areas in the boarding houses. The boarding houses were observed to have large bowls of fresh fruit available for young people to eat if they chose. Staff in both boarding houses told the inspector that there are items available for young people to prepare snacks and hot drinks if they wish and this was confirmed during the inspector's tour of the boarding houses. Some young peoples bedrooms had soft drinks and snacks, such as noodle pots and biscuits. Two staff spoken with said that young people often bring snacks with them from home at the start of term. One staff member spoken with said that young people would cook food if they were celebrating a young persons birthday. The staff member said that they go to a local supermarket with young people at weekends, where they buy snack items for the boarding house. One young person was observed eating noodles which they had prepared, as a snack after dinnertime in one boarding house.

Boarding houses have a washing machine, one staff member spoken with said that laundry is sent to the school laundry, the washing machine is used if young people have an accident or need their sport clothes. The pre-inspection questionnaire confirms that there is a laundry provided on the main school grounds. One staff member spoken with said that bedding and clothing are sent to the laundry from the boarding houses regularly. The boarders handbook 2005/2006 explains that the collection and return times for the laundry service, and that all clothing should have name tags on them to ensure they are returned to the owner.

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, 22, 26, 37, 38, 41, 47

Young peoples can expect that they are protected from bullying, abuse, the risk of fire, safety hazards and that their welfare is protected when appointing guardians and staff. Young people can expect that discipline is fair, that their complaints are appropriately responded to. Young people can expect that their personal privacy is respected and that their accommodation is secure from public intrusion.

EVIDENCE:

The boarders handbook 2005/06 included the schools policy on bullying, this is also included in the boarding staff handbook 2005/06. All young people spoken with said that there is no bullying at the school or in boarding. One young

person spoken with said that there is one young person at school who is a day pupil who is not nice to others; they said that all the young people just ignore them. One young person said that young people are friendly with each other and are 'like family'. Staff spoken with said that there have been no recent issues of bullying and that if there is any unpleasant treatment between young people it is addressed immediately.

The school has a child protection procedure and a procedure for when a young person is missing, there is a staff member who takes responsibility for child protection, and this staff member was spoken with. The staff member confirmed that they had attended child protection training and that there had been child protection training provided to staff at the school. The staff member said that some young people, including 6th formers had undertaken peer-counselling training where they were advised on actions to take if a young persons discloses abuse to them. Staff spoken with confirmed that they had received child protection training.

The pre-inspection questionnaire stated that there had been an incident regarding a staff member's suitability of working with children, following a concern raised by a young persons parents. The head teacher was spoken with and confirmed that actions taken were appropriate.

The boarder's handbook viewed clearly explains the expected behaviours of young people while at the school, sanctions are also explained and include detentions for not completing homework and tidying the boarding area for noise disturbances. One staff member spoken with said that the young people are very well behaved, and on occasion where a young person has acted inappropriately they have spoken to them and asked what they think their sanction should be. One group of young people spoken with said that they had never been sanctioned while at the school, and were not sure what sanctions were used. The record of incidents was viewed at Hillbrow, these were found to be appropriate in content and actions taken.

The schools complaints procedure is included in the boarding staff and boarder's handbooks, it is provided to parents in the information for boarder's handbook. The complaints procedure and handbooks identify contact information for the Commission for Social Care Inspection (CSCI) and that they could be contacted if parents, young people or staff have a concern about the school. Four groups of young people spoken with said that they can speak to staff if they have a concern. Young people spoken with said that they would be happy to talk to boarding staff. One young person spoken with said that the staff would help to sort out the problem. Complaints records were viewed and there were no complaints regarding the boarding houses.

Two staff members were spoken to regarding young peoples guardians. Some parents organise guardians for their children who they can stay with in school holidays, parents take responsibility for these guardians. One staff member

spoken with said that they contact the guardians by telephone prior to the end of term to ensure that they are expecting the young person and to confirm the dates of half term. The two staff members spoken with take responsibility for the recruitment of 'host families', where young people can stay during school holidays. The posts are advertised in the press or recruited by word of mouth, the families are interviewed and the two staff members view the accommodation, if the families are acceptable enhanced Criminal Records Bureau (CRB) checks are made on all adults within the family home. The staff members 'match' families to young people and monitor their stays, this includes providing alternative 'host families' if there is an emergency or either party are unhappy with the placement.

Fire records were viewed in Hillbrow and The Mews, all showed that fire equipment is regularly checked and that fire drills are undertaken regularly and all young people and staff are aware of the procedure. This was confirmed with discussions with young people, who clearly explained the fire procedure of the boarding house in which they lived, and confirmed that fire drills had taken place during their stay.

Young people are provided with keys for their bedroom, each young person is provided with a key to a lockable wardrobe with a safe inside. One young person confirmed that a personal password or number locks the safe. Staff were observed knocking young peoples bedroom doors before and asking permission before entering the room. The boarder's handbook explains that young people are permitted access to the areas, which they live in. Access to The Mews is made by 'keying in' a number, which all young people have. There is an alarmed door, which indicates the door is opened between male and female residence at The Mews. The head teacher self-assessment questionnaire states that security on the grounds includes alarms on site and a good relationship with the local police force, who patrol the school. One group of young people spoken with said they knew what to do if they saw strangers in the grounds, but this had never happened. Gates to the main school, which include The Mews and Goldrood are closed at night.

Seven staff recruitment records were viewed, which included teaching, administration and boarding staff. All staff had received satisfactory enhanced CRB checks, two had no references, two had one reference and three had the required two references. The head teacher's personal assistant was spoken with and said that they were new to their post and were working on ensuring that the recruitment records meet requirements and are 'chased up' if information has not been received. Records included application forms, which provide a detailed work history and five records included signed contracts. The pre-inspection questionnaire states that all staff applying to work at the school receives appropriate checks, which meet requirements.

There are risk assessments in place, the risk assessments at The Mews were viewed and included the environment and activities away from the school. A

tour of the three boarding houses was undertaken and each house was found to be safe and free from hazards. The pre-inspection questionnaire states that a prickly hedge was removed from the grounds following an injury. The questionnaire also confirms that there is a staff member who is responsible for completing risk assessments on activities away from the school and the facilities manager, who was spoken with during the inspection, is responsible for the assessments of risks in the boarding accommodation.

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):

11, 18, 43, 46

Young people can expect that they have access to a range and choice of activities and recreational areas and have satisfactory provision to study. Young people can expect that they do not experience inappropriate discrimination.

EVIDENCE:

Four groups of young people spoken with said that they have opportunity to participate in activities, such as going shopping in Ipswich and going to the cinema. There were photographs in The Mews where the young people and staff had a day trip to Thorpe Park. One young person spoken with said that they would like the opportunity to visit more places in the United Kingdom. Young people and staff spoken with said that they have internet access in the boarding houses, a staff member spoken with said that there are safeguards in place to counter risks of access to inappropriate material, however, the staff member confirmed that this is not at all times effective and that they monitor sites that young people visit. Two groups of young people spoken with said that they would like more computers and Internet access.

The Mews and Hillbrow have lounge areas with comfortable seating, television, DVD and video recorders. Both boarding houses have large games areas, The Mews has a pool table, table football and air hockey table, and Hillbrow has a pool table, play station and table football games. At both boarding houses young people were observed playing on them. Each house has a selection of books, music and games, which the children can use if they wish. There are grounds at the school where young people can play if they wish. Following their evening meal young people were observed planning to go to the sports hall with a staff member. One young person confirmed that they could play handball, rugby, cricket or football at the sports hall. One group of young

people spoken with said that they would like more free time, because they study in the evening and get a short amount of time each evening, which is free. One group of young people spoken with said that they are happy with the study time in the evening. All boarding houses have satisfactory provision for study for young people, which includes seating and desks and computer access. Study time is provided in an organised basis each evening and some young people choose to undertake private study in their bedroom. One staff member spoken with said that they encourage young people to participate in leisure activities or time, to ensure that young people have a break from their studies.

Four groups of young people spoken with said that they do not receive discriminatory treatment at the school. From observation of the environment, interaction between staff and young people and young people with young people and discussions with staff and young people, diversity is embraced and celebrated. There is a diverse community within the boarding schools, with young people from Hong Kong being in the majority. Three staff members spoken with told about the Chinese New Year, which had been celebrated the week before the inspection. All young people are required to speak English when at the school, which encourages integration. Some young people are being provided with Mandarin classes, which will enable them to assist young people who speak Mandarin as their first language when they first attend the school. There is a staff member available who speaks several languages who can communicate with young people and parents and translate school literature for parents where required. Young people spoken with said that they are provided with food which they enjoy and efforts are made to meet their cultural needs. At The Mews there is 'Welcome' at the main door in many languages, and there are worldwide flags on a notice board.

The school chaplain was spoken with regarding the support they provide to young people, they confirmed that they provide to support to young people where required regardless of their religious observance and culture. The school chaplain said that some young people take part in community work at a local school for children with disabilities. One young person spoken with confirmed this and said that it is good to help others in the community.

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, 14, 19, 21, 30, 36

Young people can expect to contribute to the operation of boarding in the school and have appropriate access to information and facilities outside the school. New boarders can expect that they are introduced to the school's procedures and are enabled to settle in. Young people can expect that they have sound relationships with staff, receive personal support from staff and maintain private contact with their parents and families.

EVIDENCE:

Interaction between staff and young people was observed to be very positive and respectful. All young people spoken with said that they could speak to staff, both teaching and boarding staff if they have a problem or are unhappy. One young person said that 'the staff are brilliant'. One young person said that they know that staff will help to sort out problems rather than just listening to the problem. One staff member, who is the school chaplain was spoken with provides a 'listening ear' to young people if they wish to speak to them, they confirmed that they are employed to provide emotional and spiritual support to young people. There is an overseas development officer at the school, who speaks six languages and is available for children and parents to speak to in their first language if they have a problem and have problems with expressing it in English. The pre-inspection questionnaire also explains that young people often approach the school nurse for support. There is also an independent listener available who speaks both English and Chinese.

Two groups of young people spoken with said that there is a school council, which includes representatives from the boarding houses. The young people said that the school council gives young people to say if they are not happy with something or want to suggest changes to the operation of the school or boarding houses. One young person said that the minutes to the school council meetings and the actions made or planned were on the notice board at The Mews. One staff member spoken with said that young people from The Mews have agreed that the representatives for the school council were selected by choosing names from a hat, because the young people had not wanted to nominate and vote for representatives.

During a tour of the boarding houses it was observed that The Mews and Hillbrow have pay telephones, where young people can make private telephone calls. It was observed that there were posters showing the contact details for Childline. There was no pay telephone in Goldrood, if children wish to receive or make telephone calls they have to go to The Mews to use the facilities. One boarding staff member spoken with said that parents are asked not to telephone their child after bedtime. Young people spoken with said that they have personal mobile telephones, which they can use to telephone their family. Some young people said that they speak to their family with e-mail on their personal lap top computer. One young person said that their family had visited them at the school; one young person said that they go out with their family at weekends. During the inspection it was observed at The Mews that young people were provided with their mail on their return from school.

One staff member spoken with said that new boarders are accommodated into Hillbrow, which is smaller than The Mews, where they are introduced into the lifestyle at St Josephs. Two young people spoken with had been at the school for one month, and they had been helped to settle in by the staff and by their peers. The boarder's handbook was viewed; the handbook gives information about the routines and expectations of the school.

Young people have access to television, radio and Internet in the boarding houses, which would provide world news; the facilities were observed during a tour of the boarding houses. Two groups of young people at Hillbrow, spoken with said that if they wished to go out, for example into town, they would be expected to go out in a group and the younger young people are expected to go out with a sixth former. The young people were asked if the older young people are happy with having them go out with them, and they said that they were. Two groups of young people spoken with at The Mews said that they go out in pairs or groups, and explained that this ensures that they are safer in the community if they are with other young people.

Five boarding staff members spoken with confirmed their knowledge of the young peoples individual and group needs and were committed to meeting their needs and ensuring that their boarding experiences are positive.

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):

20, 40, 42, 44

Young people can expect that their possessions and money are protected, that they are provided with satisfactory accommodation and private toilet and washing facilities.

EVIDENCE:

During a tour of the building it was observed that all young people are provided with a lockable wardrobe, which has a safe inside where young people can keep their possessions. One staff member spoken with at Hillbrow said that young peoples flight tickets and passports are kept in the house main safe, and pocket monies are provided by parents, and is distributed weekly to young people. The pocket money records were viewed at Hillbrow, which evidence when young people have received their money. Young people spoken with said that they have secure places to store their belongings.

A tour of the boarding accommodation was undertaken, all areas were clean, well lit and heated. The boarding houses are well furnished, decorated and maintained, there has been work undertaken to improve communal and sleeping areas. The games area and lounge in The Mews has been redecorated, young people spoken with confirmed that they participated in the selecting the colours and new carpeting, which has been laid on the first floor of The Mews. There are plans to carpet the ground floor corridors, when work on the showers and toilet areas on the ground floor have been completed. Showers and toilets are in the process of being replaced, the ground floor areas will be replaced when tests on the suitability of the foundations has been completed. Boarder's accommodation was viewed to be furnished and decorated to a good standard.

Young peoples bedrooms are clean, well furnished, decorated and maintained. Each young person is provided with adequate space for changing and storing their belongings. No rooms viewed were overcrowded, between one and five young people were in each room. Two boarding staff spoken with confirmed that if young people are not happy in their bedroom or sharing with particular young people, they are provided with the opportunity to change rooms, which is acceptable to them. All bedrooms have windows, have well maintained beds and are carpeted. All young peoples bedrooms viewed have young peoples personal belongings, including memorabilia, posters and cuddly toys. Hillbrow and Goldrood accommodate young men. Young men and young women are accommodated at The Mews. Young men and young women board in separate parts of the house, with different entrances to each boarding area, adjoining doors have an alarm which alerts staff if the door is opened. All boarding houses have staff sleeping in the house, which provides support to young people throughout the night if required.

The head teacher was spoken with and said that there are plans to refurbish Goldrood and accommodate young people from Hillbrow at Goldrood and The Mews. There was work being undertaken at The Mews, a building is being attached to the boarding area which will provide accommodation to staff who are on call during the night.

There were sufficient and clean toilet, urinal, bathing and shower facilities in the boarding houses. All toilets are provided with hand washbasins, hand wash gel and hand drying facilities. All washing and toilet facilities had partitions and doors, which provided young people with privacy. The water was tested in a hand washbasin at The Mews; the water was in excess of 60 degrees. The facilities manager was spoken with and produced information regarding water temperatures and checks, identifying that water should be at 60 degrees to prevent legionella. The head teacher was spoken with and has agreed to check that water of this temperature is acceptable. The facilities manager agreed that there would be a risk assessment completed and signs to state that the water is hot attached to area near hot water taps.

Management

The intended outcomes for these standards are:

- A suitable statement of the school's principles and practice should be available to parents, boarders and staff (NMS 1)
- There is clear leadership of boarding in the school.(NMS 8)
- Crises affecting boarders' welfare are effectively managed.(NMS 9)
- The school's organisation of boarding contributes to boarders' welfare.(NMS 10)
- Risk assessment and school record keeping contribute to boarders' welfare.(NMS 23)
- Boarders are adequately supervised by staff.(NMS 31)
- Staff exercise appropriate supervision of boarders leaving the school site.(NMS 32)
- Boarders are adequately supervised at night.(NMS 33)
- Boarders are looked after by staff with specific boarding duties, with adequate induction and continued training.(NMS 34)
- Boarders are looked after by staff following clear boarding policies and practice.(NMS 35)
- The welfare of boarders placed in lodgings is safeguarded and promoted.(NMS 51)
- The welfare of boarders is safeguarded and promoted while accommodated away from the school site on short-term visits (NMS 52)

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

1, 8, 9, 10, 31, 33, 35, 51

There is a suitable statement of the schools principles and practice, which is available to parents, young people and staff. There is a clear leadership of boarding in the school, which contributes to the welfare of the young people and staff adequately supervises the young people.

EVIDENCE:

Two staff members were spoken with and said that they take responsibility for the recruitment of 'host families', where young people can stay during school holidays. The posts are advertised in the press or recruited by word of mouth, the families are interviewed and the two staff members view the accommodation, if the families are acceptable enhanced Criminal Records Bureau (CRB) checks are made on all adults within the family home. The staff members 'match' families to young people and monitor their stays, this includes providing alternative 'host families' if there is an emergency or either

party are unhappy with the placement. The two staff members confirmed that they take turns to provide on call cover during school holidays, where they could be contacted by telephone, to provide support and arrange alternative placements if the host placement breaks down.

The school provides a prospectus, boarders handbook, boarding staff handbook and welcoming overseas boarders handbook which are provided to parents, staff and young people, all were viewed and were found to be up to date and reflected the boarding practice at the school.

The head teacher and the head of boarding provision were spoken with; evidencing that there was clear leadership of the practice and development of boarding at the school.

There are policies and procedures in place to ensure that the management of crises, such as a terrorist attack and site disaster, these were viewed during the inspection.

A tour of the boarding was undertaken; all three houses were of equally good quality with regards to furnishings, decoration and maintenance, regardless of the age and gender of the young people accommodated.

Three boarding staff were spoken with and confirmed that there was a duty rota for boarding staff, which provides adequate supervision of boarding houses at all times, of both male and female staff. There are staff on call throughout each week, which provides cover in case of staff sickness or absence. There are staff that sleep in at each boarding house at night.

Four groups of young people spoken with said that they have to inform boarding staff if they are leaving the grounds, and have a book where they are required to sign in and out. The signing in book was viewed in The Mews, Goldrood and Hillbrow. One group of young people spoken with said that the boarding staff have a list of their mobile telephone numbers. One staff members spoken with said that the young people are provided with their mobile telephone number, to contact them if there are any issues they need support with.

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	3
16	3
17	4
24	4
25	4
48	3
49	3

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

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

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	3
14	3
19	3
21	3
30	3
36	4

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

SCORING OF OUTCOMES

Continued

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

Are there any outstanding recommendations from the last inspection? No

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.	15	A running total to be kept of all medication stored in boarding houses and staff to initial when they have administered medication	
2.	38	Two written references should be available in staff recruitment records	
3.	17	Checks to be made regarding legionella guidance on safe water temperatures.	

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