



Making Social Care
Better for People

inspection report

BOARDING SCHOOL

Swedish School Society Limited, The

**82 Lonsdale Road
Barnes
London
SW13 9JS**

Lead Inspector
Simon Smith

Announced Inspection
12th December 2006 11:30

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	Swedish School Society Limited, The
Address	82 Lonsdale Road Barnes London SW13 9JS
Telephone number	020 8741 1751
Fax number	020 8607 8301
Email address	
Provider Web address	
Name of Governing body, Person or Authority responsible for the school	The Swedish School Society Limited
Name of Head	Leif Edin
Name of Head of Care	Malin Edsbagge
Age range of students accommodated	16-18 years
Date of last welfare inspection	10 January 2006

Brief Description of the School:

The school provides education for Swedish children across two sites in southwest London. Younger pupils attend the school in Barnes whilst the senior student site is accommodated within Richmond upon Thames College in Twickenham. The host family scheme is administered from the Richmond upon Thames College site.

The school does not provide accommodation but recruits families in the local area to host students during their stay in the UK. A Host Family Coordinator is employed to recruit host families, administer the scheme and to liaise with students and families when necessary.

SUMMARY

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

The inspector used evidence from a number of sources when making judgements about the school. These included visiting the school and talking to five students and the Host Family Coordinator. Students and a sample of host families were given surveys asking their opinions. Seven host families returned surveys.

The Host Family Coordinator completed an inspection questionnaire. A sample of records was checked, including some policies and procedures. The inspector was made welcome and would like to thank all those who gave their views about the scheme.

The school met 26 of 27 National Minimum Standards assessed at this visit.

36 students were accommodated with host families at the time of inspection. The Host Family Coordinator said that this number is expected to rise significantly over the next few years. Six new host families are to join the scheme in Spring 2007.

The Host Family Coordinator visits each family following an application to assess their suitability for the scheme. The initial assessment explores families' interests, routines and structure to make sure they are good 'match' for their allocated student. The Host Family Coordinator visits each family at least once each year after they have joined the scheme. Once approved, host facilities sign a written contract with the school.

Students said that they were happy with their accommodation and their host families. Some students said that problems had occurred in the past but that the school had provided good support to deal with them.

Students also said that they were happy with the food at their placements. Some students eat with their host families and others do not, but all were happy with their arrangements. Two students said that they prefer to cook for themselves.

Students said that they are to keep in touch with their families whilst in the UK. Students feel that the Host Family Coordinator and other school staff provide good support and advice when they need it.

Students write an evaluation of their placement at the end of their stay. This provides an opportunity for them to say how the placement could be improved.

Comments made by students included:

"We feel part of the family"
"We hear quite a lot about safety"
"Any problems are handled well"

All host families returning surveys said that they were given good information about the scheme before their student arrived. Host families also said that the Host Family Coordinator is available when they need her and that she maintains good communication with them.

The school makes checks on all adults living in host families, including Criminal Records Bureau (CRB) disclosures. Some people had CRB disclosures from other jobs or positions they have. The school must make sure that all adults in host families have disclosures just for this role.

Comments made by host families included:

"I feel I could easily contact the Host Family Coordinator, who has been not long ago to check all is well".
"I have always found the school very helpful and caring and any problems have always been resolved".

What the school does well:

Provides clear information about the scheme to parents, students and host families.

Students are given good advice and information when they arrive in the UK.

Provides good support for students and host families when problems arise.

Host families feel that the school maintains good communication with them.

What has improved since the last inspection?

The Host Family Coordinator has improved the assessment used for host families.

What they could do better:

Ensure that all members of host families over 18 have Criminal Records Bureau (CRB) disclosures for their role with the scheme.

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. 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):

Standards 6, 15, 17, 24, 49

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

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

Good health is promoted through the school's policies and working practices.

Students have access to health care when they need it.

Students feel that support is available should they have a problem or become unwell.

Students said that they receive satisfactory food.

Students' clothing and bedding are adequately laundered.

EVIDENCE:

The school provides advice for students about alcohol, drugs and smoking as part of its pastoral care and support. The Host Family Coordinator said that the

police also address this issue in their visits to the school. The contract between the school and each host family states that students are not allowed to consume alcohol at the home.

Students obtain a European medical insurance card before they leave Sweden, which entitles them to free medical care whilst in the UK. Host families are asked to register the student with their local general practitioner for the duration of the placement. Students are asked to give details of any specific health needs, medication and allergies when they apply to the scheme.

Students said that they would feel comfortable approaching a member of school staff should they have a problem. Students are allocated a personal mentor and are encouraged to speak to the Host Family Coordinator or any other member of staff if they need to. If necessary the school can provide students with contact details for psychologists, therapists, psychiatrists and counsellors.

The host family contract specifies that students should be provided with breakfast and evening meal, all meals at weekends and packed lunches on outings. Host families are expected to provide reasonable quality food and a well balanced diet. The Host Family Coordinator advised that there is some provision to increase the amount paid to families if they incur extra costs by meeting specific dietary needs.

The agreement asks that host families treat students as members of their family and eat evening meals together. Two students said they cook for themselves but that they prefer this arrangement.

Host families are required to wash students' laundry and to provide a change of bed linen and towels each week.

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):

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

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

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

Students are protected from bullying by the school's policies and approach.

Students feel that bullying is not a problem at the school.

The school has an appropriate child protection policy and guidance for staff.

There are appropriate procedures for the management of complaints.

The school must ensure that all members of host families over 18 have Criminal Records Bureau (CRB) disclosures for the role concerned.

EVIDENCE:

There is a positive approach to the prevention of bullying and the school has a written 'anti bullying plan'. Students did not identify bullying as a problem at the school and felt it would be appropriately addressed if it occurred.

The school has a child protection policy, which is given to all staff. This makes clear that any allegations received will be referred to the host local authority for the school.

Staff are given appropriate guidance in child protection issues and how to respond should they receive an allegation of abuse. Students are given the telephone numbers of Childline and the CSCI in case they wish to report any concerns they have about abuse.

Host families are not able to give students punishments or sanctions. The Host Family Coordinator said that any disciplinary issues would be addressed by the school, involving the student's family if necessary.

There is a written Complaints procedure. Complainants are asked to contact the Host Family Coordinator in the first instance. If the issue is not resolved at this stage, the complaint is referred to the Headteacher or, ultimately, the Chair of the school board.

All complaints received are recorded in writing. The complaints record demonstrated that the school had taken appropriate action in response to complaints where necessary.

The inspection questionnaire states that the fire service visited the school premises in November 2006. The Host Family Coordinator visits host families at least once a year to monitor the health and safety of the accommodation. Where issues have occurred regarding fire safety in the past, the Host Family Coordinator has sought advice from the appropriate authority (the London Fire and Emergency Planning Authority [LFEPA]).

The suitability of accommodation for students is assessed by the Host Family Coordinator during the initial visit to the host family. This includes the private accommodation that will be available to the student and toilet/bathroom

facilities. Students said that they have access to privacy when they want it in their placements.

The “Information and Conditions” provided to host families about the scheme makes clear that all family members over the age of 18 must obtain a Criminal Records Bureau (CRB) disclosure for their role. Host families are also asked to provide proof of identity and two written references.

A sample of host family files was examined. All contained Criminal Records Bureau (CRB) disclosures, references and proof identity, although two people had CRB disclosures for other roles. Whilst the disclosures were relatively recent, the National Minimum Standards for boarding schools require that people working with children obtain a CRB disclosure for each position they hold. As a result, the school must ensure that all adults in host families have disclosures specifically for this role.

Students have no unsupervised contact with adults who have not been subject to the school’s checking procedures.

The Host Family Coordinator considers any health and safety factors during the initial assessment of the host family. Annual visits monitor and the continuing suitability of the home. There are written guidelines for the organisation and management of school trips. The guidelines specify that the nominated trip organiser has responsibility for the event and must consider supervision and staffing ratios, first aid and medical needs and ensure that risk assessment is carried out if necessary.

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):

Standards 14, 18 and 43

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

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

Students feel that support is available from staff when they need it.

Students feel that staff deal with problems appropriately if they occur.

Students feel that they are treated with respect and that discrimination is not a problem.

Students have satisfactory provision for study.

EVIDENCE:

Students said that the Host Family Coordinator provides good support if problems occur and that any issues are resolved satisfactorily. Students said that they are able to contact the Host Family Coordinator easily and that their personal tutors are also available to them if required.

Students said that they are treated with respect by staff and their host families. No boarders raised concerns about poor treatment or discrimination.

The Host Family Coordinator assesses the facilities available to students for private study, including access to computer and the internet.

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):

Standards 12, 19, 21 and 30

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

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

Students have opportunities to contribute their views about the host family scheme.

Students are able to maintain contact with their families whilst in the UK.

Students are given good advice and information when they arrive in the UK.

EVIDENCE:

Students are asked to write an evaluation of their placement at the end of their stay. This evaluation provides students with the opportunity to outline their experience of the scheme and to identify any areas for potential improvement.

The school arranges a parents' meeting once each term, which gives students' parents an opportunity to visit both their child and the school. Students are given information about how to obtain a mobile telephone in the UK so that

they can maintain contact with their families. Students have free internet access at school. The school provides parents with regular reports during their child's placement. The Host Family Coordinator said that the school would contact students' families immediately if the need arose.

The Host Family Coordinator reported that students have an induction to the scheme and life in the UK when they arrive. In addition to information about the scheme itself, the introduction includes information on local services (including leisure and transport) and advice about staying safe.

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):

Standards 40, 42 and 51

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

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

Students are happy with their accommodation.

The school provides good support for students and host families should problems arise.

Host families feel they have enough information about the scheme before they receive a student.

Host families feel that the school maintains good communication with them.

EVIDENCE:

All accommodation is assessed by the Host Family Coordinator at an initial visit. The assessment examines bedroom and bathroom facilities, furniture, storage and health and safety. Host families offering internet access are

preferred as this provides opportunities for students assessment also considers access to public transport networks. Students have a key to the house.

Students spoken to during the inspection said that they were happy with their current accommodation. One student said that a request to change placements had been facilitated. The Host Family Coordinator reported that four students had moved from their initial host families to alternative placements.

The Host Family Coordinator said that students are encouraged to speak to the host family in the first instance if they have a problem, then to raise the issue with the Host Family Coordinator if necessary. The Host Family Coordinator would then take the issue up with the host family. The Host Family Coordinator said that, *"Students get to change host families if that is considered a necessary solution"*.

The Host Family Coordinator visits each host family at least once each year and maintains telephone contact between these visits. The Host Family Coordinator also writes to host families every month. This letter gives information on trips, events and any special arrangements.

All host families returning surveys said that the Host Family Coordinator is available by telephone when they need her and that she is committed to resolving any problems that arise.

Host families also confirmed that they were given enough information prior to their student's arrival and reported that the school maintains good communication with them.

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):

Standards 1, 23, 31 and 34

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

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

Clear information about the scheme is available to parents, students and host families.

Activities are arranged with reference to risk assessments and health and safety guidelines.

EVIDENCE:

Information about the principles and practice of the scheme is available to parents, students and host families.

The school maintains up to date written records where necessary. Staff perform risk assessments where necessary and follow written guidelines when organising trips or potentially hazardous activities.

Key Standards 31 and 34 are not applicable.

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	X
15	3
16	X
17	3
24	3
25	X
48	X
49	3

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

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

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

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

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	3
8	X
9	X
10	X
23	3
31	N/A
32	X
33	X
34	N/A
35	X
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	BS38	Ensure that all adults in host families have CRB disclosures specifically for this role.	

Commission for Social Care Inspection

SW London Area Office

Ground Floor

41-47 Hartfield Road

Wimbledon

London

SW19 3RG

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

Web: www.csci.org.uk

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