



Making Social Care  
Better for People

# inspection report

Children's Services

## **New Hall School**

Boreham

Chelmsford

Essex

CM3 3HS

15th June 2004

## **Commission for Social Care Inspection**

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

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

### **The role of CSCI is to:**

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

## **Inspection Methods & Findings**

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

### **The 4-point scale ranges from:**

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

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

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

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

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

<b>TYPE OF SERVICE INSPECTED</b>
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<b>Children's Home</b>	
<b>Boarding School (not registered as a children's home)</b>	YES
<b>Residential Special School (not registered as a children's home)</b>	
<b>Further Education College</b>	
<b>Residential Family Centre</b>	
<b>Independent Fostering Agency</b>	
<b>Local Authority Fostering Service</b>	
<b>Voluntary Adoption Agency</b>	
<b>Local Authority Adoption Service</b>	
<b>ID Code</b>	
<b>Lead Inspector</b>	1 Jenny Elliott 076559
<b>Name of Further Inspector (if applicable)</b>	2
<b>Name of Further Inspector (if applicable)</b>	3
<b>Name of Further Inspector (if applicable)</b>	4
<b>Name of Lay Assessors (if applicable)</b> Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>	
<b>Name of Establishment Representative at the time of inspection</b>	Mrs K Jeffrey

<b>Number of Inspector Days spent on site:</b>	1
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**SPECIFIC OBJECTIVE(S) OF THE VISIT**

To follow up on any recommended actions from the previous report.  
To ascertain and assess any significant changes in boarding arrangements.  
To comment on any relevant issues raised by the school.

**INSPECTION METHODS USED AT THE VISIT**

<b>Inspection of relevant part(s) of premises</b>	YES
<b>Interview with senior staff member in charge</b>	YES
<b>Interview with other staff</b>	YES
<b>Discussion with children</b>	NO
<b>Individual interview with a child</b>	NO
<b>Visit foster/adoptive home</b>	NA
<b>Visit lodgings</b>	NA
<b>Interview foster/adoptive parent</b>	NA
<b>Inspection of relevant records</b>	YES
<b>Inspection of relevant policy/practice documents</b>	YES
<b>Children's survey</b>	NO
<b>Parent survey</b>	NO
<b>Placing authority survey</b>	NO
<b>Foster / adoptive parent survey</b>	NO
<b>Staff survey</b>	NO
<b>Date of Inspection</b>	15/06/04
<b>Time of Inspection</b>	10:00
<b>Duration Of Inspection</b>	2.0

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

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

The scale ranges from:

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

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

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

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

<b>(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>4</b>
<p>The school had developed further its consultation with boarders. In addition to the methods listed at the last annual visit and the previous years full inspection, the school had set up sub committees of the school council in each boarding house. The purpose of the sub-committees was to specifically address boarding issues. Each pupil voted for one person in their year group to represent them on the committee. The Housemistress then interviewed the three pupils from each year with the highest number of votes and from this group chose two representatives. The Housemistress advised that a selection of boarders (i.e. flexi, weekly etc) was chosen to represent the different concerns of each group.</p> <p>Notes from meetings were kept on the House notice board. The Housemistress advised that meetings were held at least once every half-term.</p> <p>A group of eighteen pupils from one house had been working with an interior designed to refurbish the common areas of that House. Design boards reflecting the colours and style chosen by the group had been prepared and were due to be presented to the whole House group in the next week for approval.</p>		

<b>(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The sub-committee referred to above had been developed to promote, where possible, the resolution of issues before they became contentious. The Headmistress advised that the senior management team monitor complaints made at all levels on a regular basis to identify any patterns or trends.</p>		

<b>(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carer reporting procedures).</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The Headmistress advised the inspector of two issues that had arisen since the last visit. These involved the school in reporting concerns about one person to a relevant body and working with other agencies to support another young person. The description demonstrated an appropriate response to both situations, and a proactive approach putting the needs of the young person first.</p>		

<b>(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The school had continued to develop its staffing structure to meet the needs of boarders. The inspector was advised than an additional two gap year students would be working in boarding areas from September 2004. In addition a new 6<sup>th</sup> form Housemistress had been recruited, relieving the Deputy Headmistress of this responsibility and enabling her to take on the management of boarding provision on a full-time basis.</p>		

<b>(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).</b>		
<b>Key findings/Evidence</b>	<b>Standard met?</b>	<b>9</b>
This standard is not applicable.		

## FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

The School advised that it had now met all of the Recommended Actions from the last inspection.

Since the last visit to the School updated medical consent forms had been sent to the parents/guardians of all pupils.

The School has been promoting boarding with pupils from the Preparatory School. This had included trial-weekends and the option of flexi-boarding. The Headmistress reported that flexi-boarding in particular had proved to be very popular. The Preparatory School is co-educational, and a wing of one boarding house had been set aside for any boys wishing to take up this option. The wing has three double bedrooms, a shower and two toilets.

The School was in the process of preparing for the forthcoming Independent School Inspection.

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

Requirements from last Inspection visit fully actioned?

YES

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

**REQUIRED ACTIONS**

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

No.	Regulation if applicable	Standard	Required actions	

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

## Compliance with Conditions of Registration (if applicable)

### for Unannounced, Monitoring and Follow up Visits

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

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

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	Jenny Elliott	Signature	_____
Second Inspector	_____	Signature	_____
Locality Manager	Paul Brewster	Signature	_____
Date	20 July 2004		_____

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

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

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

No further issues were discussed or raised at this visit.

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

No further issues were discussed or raised at this visit.

### **Issues raised by inspector:**

No further issues were discussed or raised at this visit.

**REQUIRED ACTIONS FOLLOWING THIS INSPECTION**

**REQUIRED ACTIONS**

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

No.	Regulation if applicable	Standard *	Requirement	

**GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION**

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

No.	Refer to Standard *	Recommendation Action

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

## INSPECTOR'S DECLARATION

**(where applicable)**

Not applicable.

**Lead Inspector** \_\_\_\_\_ **Signature** \_\_\_\_\_

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

### **Public reports**

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

## PROVIDER'S RESPONSE

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

We would welcome comments on the content of this report relating to the Inspection conducted on 15<sup>th</sup> June 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

YES

Comments were received from the provider

YES

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

YES

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

NO

**Note:**

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

**Please provide the Commission with a written Action Plan, which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request. (NOT APPLICABLE)**

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

Action plan was required

NO

Action plan was received at the point of publication

Action plan covers all the statutory requirements in a timely fashion

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

Provider has declined to provide an action plan

Other: <enter details here>

**Public reports**

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

**PROVIDER'S AGREEMENT**

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

I \_\_\_\_\_ of **New Hall School** confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the required/recommended actions made and will seek to comply with these.

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

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

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

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

**Or**

I \_\_\_\_\_ of **New Hall School** am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

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

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

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

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

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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