



Making Social Care
Better for People

inspection report

Children's Services

Glebe House School

2 Cromer Road

Hunstanton

Norfolk

PE36 6HW

7th February 2005

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.

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

TYPE OF SERVICE INSPECTED

Children's Home	
Boarding School (not registered as a children's home)	YES
Residential Special School (not registered as a children's home)	
Further Education College	
Residential Family Centre	
Independent Fostering Agency	
Local Authority Fostering Service	
Voluntary Adoption Agency	
Local Authority Adoption Service	
ID Code	
Lead Inspector	1 Mrs Dorrit Andrews 074945
Name of Further Inspector (if applicable)	2
Name of Further Inspector (if applicable)	3
Name of Further Inspector (if applicable)	4
Name of Lay Assessors (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	N/A
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	N/A
Name of Establishment Representative at the time of inspection	Mr John Crofts Headmaster

Number of Inspector Days spent on site:	0.5
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SPECIFIC OBJECTIVE(S) OF THE VISIT

- Discuss progress since the last inspection
- Discuss any major changes implemented following the appointment of the new Headmaster
- Meet informally with staff and pupils

INSPECTION METHODS USED AT THE VISIT

Inspection of relevant part(s) of premises	YES
Interview with senior staff member in charge	YES
Interview with other staff	YES
Discussion with children	YES
Individual interview with a child	NO
Visit foster/adoptive home	NA
Visit lodgings	NA
Interview foster/adoptive parent	NA
Inspection of relevant records	NO
Inspection of relevant policy/practice documents	YES
Children's survey	NO
Parent survey	NO
Placing authority survey	NA
Foster / adoptive parent survey	NA
Staff survey	NA
Date of Inspection	07/02/05
Time of Inspection	1610
Duration Of Inspection	4

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.

(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.		
Key findings/Evidence	Standard met?	3
<p>As previously reported, opportunities are made available to pupils to contribute their views in relation to boarding. Discussions continue to take place within the Boarding Houses on a regular basis. These may be at the instigation of staff or in response to particular matters raised by pupils. Prefects are also able to raise issues on the behalf of other children. Additional opportunities arise during tutor groups. However, the school is exploring other ways in which to consult with pupils and is about to set up a School Council next term. This is to be commended.</p> <p>It is anticipated by the school that the School Council will offer a voice for everyone and will encourage full pupil participation across the age range. The Headmaster is also eager to ensure that pupils receive feedback regarding their views and suggestions.</p>		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	0
<p>This Standard was not assessed during this visit.</p>		

(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).		
Key findings/Evidence	Standard met?	0
<p>This Standard was not assessed during this visit.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	3
<p>At the time of the Inspector's visit, the level of staff deployment and supervision was assessed as being adequate. Boarders were aware of which members of staff were responsible for them.</p> <p>The school currently engages two female Gap students who are designated specific daily tasks and support and supervise the evening activities programme with duty staff.</p> <p>Since the last inspection in February 2004, the Director of Boarding/Head of Girls' Boarding House, has left the school. There have therefore been some staff changes in relation to the Boarding Houses. The Headmaster and his wife live-in and are easily accessible at night or in an emergency.</p> <p>Mrs Crofts has taken over responsibility for the Girls' House and is assisted by 2 female members of the academic staff on a rota basis. These arrangements appear to work well and, although still relatively new, they appear to have been favourably received by the girls spoken with. Mr and Mrs Crofts' accommodation is beneath that of the girls'. A doorbell has been fitted to the stair door in order that girls may summon assistance if required.</p> <p>Discussions with pupils confirmed that some individuals had called upon Mrs Crofts and that they would do so again if necessary. They were in no way reluctant to summon Mrs Crofts as they felt she had responded positively to them and their needs. This was clearly appreciated by the girls. The Gap students' accommodation is on the same level as that of the girls' with separate washing and toilet facilities being provided. Pupils are advised to summon Mrs Crofts in the first instance if a member of staff is required at night.</p> <p>The position of 'day' Matron is a new one and provides the school with pastoral support and cover throughout the school day. Although not medically trained, Matron is currently undertaking a 4 day first aid course alongside the Housemistress of the Boys' House. The school also has good links with the local GP and health services.</p> <p>Last term, the school temporarily employed a very experienced retired Matron to cover the former Matron's post until the new 'day' Matron arrived. The school has been fortunate to call upon this person to cover for staff subsequently attending training. Such arrangements are to be applauded.</p>		

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

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

At the time of the Inspector's visit, Mr Crofts had formally been in his post as Headmaster for only six weeks. However, during the latter part of the autumn term, Mr Crofts had been regularly visiting the school on a weekly basis in order to familiarise himself with the running of the school. A meeting took place between Mr Sharp (Acting Head), Mr Crofts and the lead inspector during October 2004 to discuss the future management of boarding at the school, and the school's production of an Action Plan in response to the recommendations arising from the inspection of Glebe House earlier in the year. The report which follows, assesses the school's progress in relation to those recommendations and the school's subsequent Action Plan. It is therefore advised that this report is read in conjunction with the full inspection report of 2004.

Response to recommendations:

1. The school's child protection policy has been revised.
2. The designated member of staff for child protection has successfully obtained a place on a local ACPC training course.
3. Child protection refresher training has been commissioned for **all** staff and will take place at the school on 12th April 2005.
4. This phrase has now been deleted from the boarding booklet.
5. A statement of policy on the use of restraint has been prepared. It is advised that this is included in the school's disciplinary policy.
6. The information has been suitably expanded for Prefects and Monitors.
7. This matter has been attended to.
8. The Headmaster outlined the school's development and future delivery of the PSHE curriculum. (Please see additional comments on page 12 of this report.)
9. Monitoring is on going.
10. This advice is on going.
11. Advice has been taken from a Parent Governor, who is a pharmacist at a nearby hospital, and a very good guidance document has been written for staff accordingly.
12. Appropriate safe storage (lockable cash boxes) is now available.
13. The school has reviewed its practice in this area. Appropriate documentation will be forwarded to parents regarding trips and visits as required.
14. The school's nominated educational visits co-ordinator attended a course in connection with his role in November of last year. This in turn has assisted the school in formalising certain aspects of the paperwork associated with educational trips, visits and activities. A document has subsequently been produced and approved by the governors. Risk assessments are submitted to the Headmaster for all off site activities in order that he may 'sign them off'.
15. Whilst staffing arrangements have been changed in the girls' boarding house, the

situation will continue to be monitored by the Headmaster.

16. A new staff appraisal scheme was outlined to staff at the beginning of this term and has subsequently commenced for academic staff. It is anticipated that the more generic aspects of individuals' duties will be included in due course as will the remaining members of the school's workforce.
17. The Headmaster confirmed that all CRB checks are now up to date with the exception of those referring to some Governors. Such checks have been applied for and are awaiting return from the CRB. The Headmaster also confirmed that the school's recruitment and selection practices have been reviewed in reference to Standard 38.2.
18. This matter has been attended to.
19. The timing of shower arrangements within the boys' boarding house has been reviewed in accordance with Standard 44.9.
20. The toilet door locks have been replaced in the boys' changing area. (Further comments regarding these particular facilities appear on page 12 of this report.)
21. The problems with the hot water temperature supplied to the hand basins in the girls' changing area have been investigated. The toilet door locks in this area have also been replaced.
22. This matter has been included in the plans for future alterations to the girls' changing area. (Further comments regarding this matter appear on page 12 of this report.)
23. Please see comments for number 13 above.

Response to advisory recommendations:

1. This matter has been attended to.
2. The use of different areas is under review.
3. This recommendation has been put into practice.
4. This matter has been attended to.
5. Additional sanitary bins have been requested and bathroom hooks have been replaced.

Comments:

The school is to be commended for positively addressing the recommendations of the last inspection report. Positive acknowledgement is also given to the development of a School Council, the school's PSHE curriculum and the school's tutorial system.

The inspector wishes to extend her gratitude to Mr Mrs Crofts, staff and pupils for their positive approach to the follow up visit.

**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
NOT APPLICABLE	
Comments	NOT APPLICABLE

Condition	Compliance
NOT APPLICABLE	
Comments	NOT APPLICABLE

Condition	Compliance
NOT APPLICABLE	
Comments	NOT APPLICABLE

Lead Inspector	<u>Dorrit Andrews</u>	Signature	<hr/>
Second Inspector	<u>N/A</u>	Signature	<hr/>
Regulation Manager	<u>Roger Hadingham</u>	Signature	<hr/>
Date	<hr/>		

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:

The inspector joined pupils for tea and subsequently visited evening activities and each of the boarding houses. A number of positive comments were made by both girls and boys regarding their boarding experiences at Glebe House. The children also referred to the general ethos of the school community as being friendly and supportive. Changes to the staffing arrangements within the girls' boarding house have been favourably received and it would appear that the pupils enjoy the addition of academic staff undertaking evening duties.

Issues raised by staff or carers:

Discussions with the Headmaster outlined the school's development and future delivery of the PSHE curriculum. It is intended that this aspect of the curriculum, to be timetabled for one lesson per week from September, will include a range of age appropriate topics for children and will include issues such as bullying, keeping safe and 'good and 'bad' medicines/drugs.

A review has also taken place of the school's tutorial system. Some changes are likely to be made to the age groupings of tutorials in order to complement any additional pastoral work these groups may undertake in the future. The new system is planned to commence in September.

Consideration is also being given to the development of the role of Prefects within the school community.

A brief discussion took place with Mrs Crofts and the Matron on duty regarding the school's daily recording of medical matters. The systems in place appear to be well organised and efficient. The development of individual 'files' for each pupil is to be commended.

Issues raised by inspector:

Mr Crofts is commended for compiling the school's Action Plan and responding positively to the recommendations of the last inspection report, particularly in view of his not being involved in the inspection at the time.

The inspector is aware of the difficulties that have beset the school during past years and acknowledge the impact some of these have had on future development plans. However, there are areas within the school, such as the boys' changing rooms and associated toilets in particular, which are in need of refurbishment and have been so for some time. It would therefore be helpful to receive information from the school in due course regarding the school's development plan in response to the accommodation issues highlighted in the full inspection report.

RECOMMENDED ACTIONS FOLLOWING THIS INSPECTION

RECOMMENDED 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 *	Recommendations	
1		BS45	That once the timescale for improvements to the boys' changing area and associated toilet facilities, and the girls' changing area toilets have been identified, these are communicated to the inspector.	When available.

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)

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 7th February 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

NO

Comments were received from the provider

YES

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

NO

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

Note:

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

Please provide the Commission with a written Action Plan by 30th March 2005, which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

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

Action plan was required

NO

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

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

Provider has declined to provide an action plan

Other:

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 _____ 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 _____ 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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