

Wiltshire College - Lackham

Inspection report for further education college

Unique reference number	SC042852
Inspection date	19 November 2007
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Type of Inspection	Key

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Date of last inspection	15 November 2006

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

Wiltshire College was launched on 1 November 2000 as a result of the merger of Chippenham, Lackham and Trowbridge Colleges. Wiltshire College provides for some 30,000 students. It is the Lackham campus with its residential accommodation for 16 to 18 year old students and the arrangements made to safeguard their welfare that is the focus of this inspection. This campus is located in farmland, three miles from the town of Chippenham. Lackham offers traditional land-based courses, as well as an expanding range of further education and higher education courses. At the time of the inspection 100 under 18-year-old students were in residence, with 73 males and 27 females. These include full boarder, weekly boarders and flexi boarders. In addition a small, variable number of under 18-year-olds may live in college accommodation when they are on a week's 'yard duty' at the equine centre, or 'farm duties' when they are required to be on duty early in the mornings and in the evenings. The student accommodation is on a compact site housed in 10 hostels with up to eight students per hostel. Student services are located at the centre of this complex with wardens, admissions staff, counselling services and the management team close at hand. There is a residential block for 46 over 18-year-old students in an adjacent building. This block has four bedrooms adapted for wheelchair access. The Avon Centre, located between the under and over 18 accommodation blocks is a focal point for students during the day and in the evenings when a variety of entertainment is organised. It houses the coffee shop, college bar with games machines, snack machines, pool tables and internet access. There is a separate college canteen. There is also a sports hall and a fitness room on site. The Lackham campus encompasses a large rural site with farmland, a working farm, equestrian centre, pet and small animal unit.

Summary

This was announced key inspection which took place on 19, 20 and 21 November 2007. Three inspectors were on site for 93.25 hours. During the inspection the inspectors met with staff and students and toured the campus. The inspector observed early morning duties and evening activities. One inspector returned to the college on 22 November 2007 to see the 'Blue Bus' which comes to the college once a week. Prior to the inspection the Director of Student Services provided the inspectors with the college's policies and procedures. Also prior to inspection questionnaires were sent to staff, students and their parents.

The overall quality rating is good.

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

Improvements since the last inspection

The accommodation has undergone some improvement and further improvements are planned. Catering provision has been extended. Risk assessment have been given a higher profile with policy, guidance and training provided in these areas. Child protection training, awareness and networks are continuously developed and improved by the development of policies and training. The college continues to review and develop its policies and procedures. The college's Community Campus is innovative and provides a major contribution to the students and the life at the college and to the students' understanding and attitudes to the wider community.

Helping children to be healthy

The provision is good.

The college has clear policies and procedure on underage drinking, substance abuse and obscene materials. The staff regularly inform and remind the students of the consequences of ignoring these procedures. One of the main sources of information is the Community Campus programme. This is an excellent programme which provides students with information and support on a wide range of topics including those listed above. The programme also includes visiting speakers and student support groups. Throughout the college and especially in the hostels there is information on these topics and numbers of where students can get support both within the college and externally. The students' handbook also lists various agencies available to students should they need support and guidance, including contact details for AIDS, alcohol problems, substance abuse and other relevant issues. The college actively filters internet access of the computers based at the college. The college has a clear working relationship with the police. Police involvement is made clear in the policy in the event of any illegal activity within the college community. The college has a clear expectation and disciplinary procedures regarding drug's usage on campus; this will not be tolerated. The inspectors heard from staff and students that the college takes reasonable measures to ensure that current laws on the purchase and consumption of alcohol are complied with. The college student bar is well monitored by the wardens. There is a clear expectation that the under 18-year-olds do not purchase alcohol at the student bar. There are photos of the under 18-years-olds behind the bars. The college has clear policies and procedures on medical treatment and first aid. Consent forms are signed either by the student and/or their parents. Students joining the college are given the choice to change their GP to the local practice or remain with their own. A doctor from this practice visits the college weekly. The warden staff facilitate the arrangement of appointments where they are asked to do so either in the college or local surgery, they also assist with transport. All wardens and student wardens have up-to-date first aid qualifications. There was evidence supporting this on the staff files. The wardens check each of the first aid boxes on a weekly basis to ensure that they are appropriately stocked. A record is kept of all treatment and first aid administered to the students and all accidents reported. These records are regularly monitored. Students administer their own medication, including paracetamol which is sold on site under suitable restricted conditions. For those under 18 years consent forms are signed by the student and/or the parents. The Community Campus programme provides information, support and advice on health and sexual health issues. The college GP is consulted in all matters relating to healthcare and infectious diseases. Students spoke very positively of the Community Campus programme. They felt it provided them with age appropriate advice and support. The warden office is informed of student illness by the student themselves, their peers, wardens or tutors. These students are checked regularly during the day and night and a record is kept of the visits and the student's condition. This continues until the student returns home, is taken to hospital or is well enough to attend classes. At night a male and female warden operate together. The students' group spoken to during the course of this inspection confirmed that they are well cared for when ill. The college has plans for a sick bay which will provide accommodation for ill students out of the hostel. Students and parents are asked to indicate on admission any special medical or personal needs. On enrolment all students are encouraged to see the doctor and nurse for a check up. At this meeting their medical needs will be discussed and recorded. Extra support is made available to students where a need was identified. The college has a wide range of support services for the students. The students are well supported by the senior warden and his staff. There is also a college counsellor which the students can self refer to. The counsellor is very involved with two other staff in the Community Campus programme, which includes student support systems, the Zone, No Worries and True Vision. The students who provide the support in these services are well trained and supported by the

staff who manage the Community Campus programme. There were several examples of students where the college had identified and managed appropriately some significant health and personal problems that had arisen with students. However, this support work has not been formulated into a comprehensive health plan for such students. The college staff seek to support the students who may be suffering from homesickness. Students spoken to were well aware of the support systems available to them and said they would not hesitate to use them if they needed to. The college has recently received the Healthy School Award for its catering. This award was given as at this time there is no health college award. Within the college fees, students are provided with lunch and an evening meal up to a set amount. Breakfast must be purchased separately. This can be flexible with students who have early duties or who are working off campus. They can mix and match which two meals they wish to have. The under 18 years students have identification cards with their picture on which they hand in at meal times, this states what meals they have opted to have. Students felt this system worked well and did not feel there was any stigma in having the cards. The college takes a register of who attends meals. The college has a restaurant, which during the week provides breakfast from 07.45 to 09.00, short order and lunch from 11.30 to 13.45pm and the evening meal from 16.45 to 17.30pm. The menus for these meals provide variety and balance. There is a salad bar but this is not highly visible and is at the end of the service counter. Students said that they often forgot that this was there and by the time they reached it they already had their meal. Students said that they liked the food and that the portions were of a good size. They also said that if their course meant that they missed the restaurant opening times they could get a 'take away' meal which they could re-heat in the hostel later or take with them. The dining area is pleasant but can at times become very busy and queues can form. The college said that they were looking at staggered mealtimes to assist with the flow of students through the restaurant as well as further improvement to the weekend catering arrangements, which are adequate. The catering manager said that he receives information about any young person with special dietary needs and these were catered for. Restaurant staff hold appropriate training and there are high standards of hygiene, appropriate food storage and appropriate recording systems. Within the college council minutes there was clear evidence of the council influencing the catering provision. The Environmental Health Service confirms that there are no outstanding recommendations. There is access to drinking water both in the residential hall and the teaching areas. Within the halls are small communal areas where students have access to a microwave, fridge, a kettle and a toaster. The college has a coffee shop, which is well stocked with food and soft drinks. Students felt that the prices in this shop were competitive. However, the coffee shop does not open at weekends. The College offers numerous supermarket trips per week for students to shop for provisions.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The college has a clear policy on bullying and harassment. This information is also in the students' handbook in the students' code of conduct. The issues of bullying and harassment are covered as part of the student induction programme, including where students can get help if this happens to them. Students said that bullying and harassment was not an issue within the college. They also said that if it did happen they were sure that staff would quickly sort things out. Students said that if they did see any bullying or harassment they would have no hesitation in reporting this to staff or the student wardens. Again the Community Campus programme looks at the issue of bullying and its effect on people as well as what to do if it happens to you. Those students who run the student support groups have received training

on bully including identifying factors. The college has recently run an anti bullying week, which the students said was good and well supported. There is also a declaration which the college asks the students to sign up to which is a no bullying contract. Most students have signed up to this. The college has instigated a "drop in box" whereby students can anonymously raise individual concerns or concerns about others. Within the college's records and in discussion with students there was clear evidence of the college addressing an issue of bullying appropriately. The college has a comprehensive child protection policy and procedure. All staff interviewed, including the domestic and support staff, were very aware of these and were clear on what they would do if a disclosure was made to them. There was evidence within the staff files of staff having received child protection training and regular updates. All student wardens and students who are part of the support groups have received Child Protection training. The only exception to this was the college Chaplain who has not received an updated copy of the college's policy and procedure. They did, however, have good knowledge of the child protection process. The college provides staff with regular child protection briefings and some have also attended training provided by the Local Authority. The college has good links with the Local Authority and the Safeguarding Children's Board. The Local Authority recently did an audit of the college's child protection work. There were some minor recommendations which have now all been actioned. The college's records on child protection are comprehensive. The Director of Student Services, the designated Child Protection officer, provides an annual report to the college Governors on child protection issues. The college's disciplinary policy is clearly stated and made known to students in the handbook and to parents. Should there be persistent or serious breaches of reasonable behaviour, verbal then written warnings are given. The college may impose temporary exclusion and in exceptional cases permanent exclusion may be used. Procedures for dealing with disciplinary matters are thoroughly documented and consistent with this standard. Sanctions are recorded electronically by the Senior Warden and he is solely responsible for dealing with issues of discipline in the first instance. Discussion with the Senior Warden explained how "the pink slip" system works and the inspector considered that this enhanced consistency and continuity of approach. Student wardens spoken to confirmed that they are not able to administer sanctions or punishments. Students said that rules and expectations of the college were reasonable and that punishments were either fair or very fair. Parents felt they were kept informed of incidents involving their sons or daughters. They too felt that the behavioural policy was fair and appropriate for the age of the students. At the time of inspection the college did not use physical restraint. The Director of Student Services and the Student Liaison Officer said that they were looking into training some staff in restraint techniques. The students' behaviour observed on this inspection was a credit to themselves and the college. They were polite, helpful and a pleasure to talk to. The college has an appropriate complaints procedure, which is set out clearly in the college handbooks and information sent to parents. There is also a section in the Warden's Handbook on dealing with complaints. Students were well aware of how to make a complaint and felt that if they did so this would be listened to and looked into seriously with a prompt response. There are clear records kept of complaints made and their outcomes. The college produces a matrix from these records which provides quantitative data on complaints made. This information is then used to influence the college's practice. The college fire records provide evidence that all the required tests and drills are carried out. There is also a comprehensive fire risk assessment. Students were clear on what to do if the fire alarm sounds and also said that they have fire drills at different times of the day and night. The college does not provide accommodation for young people other than students. A number of the college courses involve students in potentially high-risk situations, for example with machinery, or at the equine centre. There are

comprehensive risk assessments in place for these activities. These are regularly reviewed and updated. The college does not allow students to have unsupervised access to high-risk areas or activities without staff supervision. The students interviewed were very clear on this matter. Any activity, which takes place outside the college, is checked and a risk assessment carried out. Parental permission is obtained for students under 18 to participate in a broad range of activities and trips and specific consent is sought from parents for particularly high-risk activities, such as clay pigeon shooting. Students did not raise privacy as an area of concern. They said that wardens were sensitive to and respected their right to privacy. The door locking system helps with this. When the indicator on the door is turned to red it means that the students is in and does not want to be disturbed. Supervision of students is achieved by appropriate patrolling of the hostels and grounds. Care is taken not to intrude unnecessarily on students whilst in their individual rooms. Clear guidance is provided for wardens that set out their authority to search individual bedrooms. Wardens must have a specific reason to consider a search; they are expected to seek the student's permission, to have consulted with their senior and to conduct a room search ideally with the student present or with another member of staff. In practise room searches are rare, and where these have taken place the police are usually in attendance. Hostel meetings are held approximately six-weekly. There is an expectation that wardens will have access to bedrooms during these meetings to inspect for damage, but again this is done with the individual student's consent and only in their presence. The college has written procedures that outline the recruitment process. At this inspection 10 staff files were inspected. These included wardens, student wardens, tutors and peripatetic staff. Some of these files had minor gaps. These included gaps in work histories and one member of staff, a student warden, had no references. Also there was a lack of evidence of references being verified by phone once they had been received on some files. The college had sent off for a CRB for one student warden but this had not returned at the point of inspection. Information on all of the short falls above were provided for inspection shortly after inspection. At the time of inspection the student wardens filled out a casual worker's application form. However, the requirement is that student wardens fill out the same application forms as other staff, as their role is not that of a casual worker. There are policies and procedures regarding adult access to student accommodation, which staff and students were all clear on. The estates and facilities manager has responsibility for establishing the level of checks completed on contract and sessional staff. The wardens and site officers have some responsibility for supervising these staff whilst in residential areas. These workers have limited access to hostels and are expected to be supervised by either a warden or site officer wherever they may come in to direct contact with students. The accommodation for the students is for their use alone. They are able to invite friends into the hostels but they have to leave by 23.00. The under 18-year-olds are not allowed into the over 18-year-olds' hostels. These arrangements are set out in the Residency Agreement that students sign. All hostels are accessed by keys. There is signage around the student accommodation detailing an exclusion zone for all unauthorised personnel. There is CCTV in designated areas especially on the area containing the hostels. The college said that they are undertaking a review of their security procedures. Members of the public have access to parts of the college, during organised events. At these events marshals are responsible for security in addition to the normal warden supervision. The students said that although parts of the college are open to the public and that there are public events there has never been an issue regarding members of the public being found or seen near or in the hostels. They said that these events are well supervised by the wardens and staff. All ground floor windows have window restrictors fitted for student safety. No concerns were expressed by students in relation to the use of any security measures There is a system of signing in and out for all students

which was supported by written evidence of this. Some of the windows above the ground floor do not have restrictors. This is due to them being detailed as fire exits. Those larger windows at this level do have restrictors. Risk assessments are not in place for those windows that do not have restrictors. The risk assessments at the college are appropriate and are reviewed at least annually. The college carries out PAT tests at appropriate intervals. Evidence of these tests was evident on the electrical appliances in the hostels. The college has a clear policy for those students undertaking early morning duties which involve them walking down any of the roads or lanes at the college. These include wearing fluorescent jackets and walking in at least pairs.

Helping children achieve well and enjoy what they do

The provision is outstanding.

The college provide the students with a excellent range and choice of recreational activities. 'Enrichment' activities run on one afternoon a week, and staff and students arrange evening activities and trips out to a variety of venues. There was evidence in the minutes of the school council meeting of the council influencing the activities on offer. Students said that they are able to suggest to staff activities they would like to do and staff usually arrange these for them. There are also taster courses run for students. On a Thursday evening the 'Blue Bus' comes to the college. This is a community project facility which provides a coffee bar, computers, DVDs and other facilities. Students said that they really enjoyed the 'bus'. They said the staff who worked on the bus were really nice and it provided a quite comfortable space to chill and chat. The college arranged for this 'bus' so as to provide another social forum for the students. Transport is frequently provided during the week to the local shop, town and further a field at either the request of the students or offered by the staff. The college has a range of qualified and experienced staff available to give guidance and support. Each student has a personal tutor. Learning support and welfare services are available. There is a qualified counsellor offering a drop-in service as well as appointments. Personal support is also available from two college Chaplains. The Community Campus programme also offers various forms of support to the students. These services are well advertised in the college. The student handbook includes a wide range of relevant information about where students can go for support independent of the college. The students spoken to during the inspection were extremely positive about the staff and confirmed that they would approach wardens and/or tutors where they have concerns. The college has an excellent equality of opportunity code of practice and the students' handbook and other documents demonstrate a commitment to ensuring that appropriate support is given to minority groups. The present population of students is not very diverse. Information was provided on how the college has made appropriate provision for the infrequent occurrence of there being a student from a minority culture or religion. The college restaurant is able to cater for different religious and minority diets. Each meal included a vegetarian option. Disabled students needing wheel chair access are not part of the present residential group. The accommodation for such students would be in Ridgeway where there are specifically designed rooms. Inspectors heard that gay students are supported sensitively. The students spoken to during the course of this inspection reported equality of access to courses. No reports were made to the inspectors of any discriminatory practice. Part of the student induction process is an exercise called 'Paradise Island'. This exercise gets students to look at their pre-conceived ideas of people in a safe way. These issues are also addressed through the Community Campus programme. The course requirements for some students can include time limited periods when they are working long hours, for example the equine students have to undertake 'yard duties' and students working on the farm are involved in early milking and feeding routines for a period of one week on a rotational basis. The college and its support system are very conscious of

how these and other duties could place demands on students which they may find difficult. Thus early duties do not happen very often and staff monitor the students for any signs of stress. The other students are also very caring for their fellow students and said they will highlight to staff any concerns they have about friends. The college promotes the ethos that everyone at the college has a duty of care for everyone else. Students spoken to during the course of this inspection didn't report any onerous demands. Each of the hostels has a small common room, which is adequate for the number of residents. The main common room in the Avon Centre is well equipped with computers, slot machines and cash machine. Leading off this is the student bar, which has a television. The bar connects to the foyer room, and the main hall, which has pool tables and a jukebox, is used for evening activities, such as 'Gladiators' or discos and dances. There is also a T.V. room with a video player. This complex had adequate toilet facilities. There is also disabled access and facilities. Students have access to a wide variety of sports areas outside. The overriding comment from the students was that they 'love it at Lackham'. This was also evident during the early morning duties where the young people who, despite the early hours and the weather, were clearly enjoying what they were doing. They were smiling and happy.

Helping children make a positive contribution

The provision is outstanding.

The inspectors noted a number of forums where students are consulted over accommodation and welfare provision. There are hostel committees held weekly with the hostel warden, termly student liaison committee meetings, student council, food committee, student questionnaire perception surveys ("What Three Things?"), and a maintenance reporting procedure as well as the 'open door' policy of the senior warden and assistant warden. All of the above meetings are minuted, including actions to be taken. Students said they would go directly to the wardens or tutors if there were any concerns about accommodation and they are to be commended for their approachability. Students said that they felt that staff really listened to them and things would change, so staff 'do not just pay lip service to what the students say'. Pay telephones are available in the college 24 hours a day and private calls can be made. The pay phone in Avon Hall complex is not private. The senior warden said that they had already identified this and were looking into this. Students did not identify any concerns about contact with their families and many indicated that they have mobile phones. The majority of students regularly go home at weekends and those that do not are able to maintain contact depending on their individual circumstances. Contact with parents was evidenced in a number of documents and records. Parents are encouraged to visit the college. Parents said that contacting their sons and daughters was not an issue. They said that staff were very good at passing on messages and also at contacting them if there was an issue. The college's admission process is excellent. Prospective student are provided with comprehensive and detailed written information, all visit the college for the day prior to admission and there is a freshers' fair. Students said that this was really useful and made the move to the college less stressful. These actions provide a good introduction to the residential arrangements, helping to inform students about their decision. During the induction process students are encouraged to mix and develop their relationships. Students confirm that this system works well, helping them to settle in and get to know each other. The wardens explained that with this early bonding the students are then able to look out for each other throughout the year. The inspectors found evidence of this system working well. Students described being well cared for by the warden staff, they described positive relationships with wardens and reported that if they had concerns or worries they would feel able to approach individual wardens. This is further confirmed by the questionnaire

responses from students. Staff and students described a positive sense of community where members 'looked out' for one another. These positive interactions were observed during the inspection. The senior warden has an 'open door' policy encouraging students and staff to approach him with any problems they may be experiencing. There are written statements regarding staff's and students' code of conduct, including specific written guidance regarding warden-student relationships.

Achieving economic wellbeing

The provision is good.

At the time of inspection the college has seven residential units in which students under 18 are accommodated. The only students who share bedrooms are those day students who are using the duty rooms. A small number of day students who are on early and late duties can share rooms with students over 18 years. These arrangements are appropriately risk assessed. The units house males and females separately. The room allocation schedule is held by the warden who considers the mix in the units, including any existing friendships. If the college accommodates any young people with disabilities they would be accommodated in Ridgeway, which accommodates for over 18-year-olds. If this happened the college said that this would be risk assessed for appropriateness. The facilities in the accommodation are not significantly different for different genders. The students look after their own money and personal possessions without involvement from the college. Students each have keys to their individual rooms and each has a lockable drawer within the room. Students said that they had no issues regarding storing their own money and possessions. The hostels are well lit and ventilated and students said that they were always warm. Some of the furnishings within the halls were a little tired but were comfortable. The communal areas were small but adequate. The hostels are subject to a continuous programme of replacement and decoration. There was no evidence of vandalism but both staff and students said that repair and maintenance were quickly undertaken. Only the Ridgeway hostel provides accommodation for disabled students. This hostel is relatively new and consequently, the facilities are of a high standard. There is a lift for the students to be able to access the first floor. There are four ground floor bedrooms and these bedrooms are adequately equipped. At the student information and advice centre there is a wheelchair stair lift to the first floor. The accommodation is very convenient to the other college facilities; the hostels are a very short walk from the restaurant and the recreational areas, and within easy reach of the various teaching areas. The hostels are divided up into male and female units. The resident students all have single bedrooms. There are four duty rooms, which are doubles. These are used by non-resident students during their duty week. The bedrooms are of a good size with adequate storage, a desk, chair and bedside cabinet. All bedrooms have their own sinks. All bedrooms are fitted with carpet. Students said that the beds are comfortable. All bedrooms have windows, which provide adequate ventilation. All the students have a key, which opens their bedroom, the boot room for the hall and the front door. As well as the main lock on the bedroom doors the bedroom doors have a rotating lock system. This system is used to monitor the whereabouts of students. When it is turned to red it means that the students are in their rooms. Students are able to personalise their rooms. There is an adequate number of baths, showers and toilets within the residential provision and these are easily accessible from all bedrooms. The students said there was not an issue regarding privacy when using these facilities. A significant number of these did not have appropriate locks on. This also applies to a number of toilets in the communal areas. Students have washbasins in their rooms, but there are not washbasins, with soap, hot water and hand drying facilities adjacent to all toilets. Within the Ridgeway block the toilet/bathroom facilities are en suite with the appropriate handrails

and call bell system. Each of the hostels in the college has two washing machines and two tumble dryers. This is for potentially 70 students. There is also another washing machine in the equine centre. Students said that they felt that the laundry facilities were adequate. The college has a coffee shop, which is well stocked with basic foods, soft drinks and personal toiletries. This shop is not open at weekends. There is also a college stationery shop, which carries a large stock. The items in both shops appeared to be competitively priced. The staff provide frequent mini bus trip to the local supermarket, town and further a field. Students said that staff were really good and if you asked them to take you to the supermarket or out they usually would. Students said they also got lifts from their friends to go off campus shopping. The college does not arrange lodgings for the students. The college is not involved in arrangements for student accommodation off-site.

Organisation

The organisation is good.

The college has an excellent range of information available to students and parents in regard to courses, general college facilities, and the nature and organisation of accommodation and policies and procedure. Standards of conduct and behaviour are made clear to students in the student handbook, which is given to students. The student handbook also includes helpful numbers for support groups both in the college and externally. Students said that they found the information provided by the college both prior to and at the point of admission very useful. This view was supported by the students' parents. Students and parents provide medical information on admission. This information includes allergies, illnesses and vaccination records. This is kept on file by the staff and relevant information disseminated to other wardens and tutors as necessary. No member of staff is involved in administering any medication or treatment to students or supervising students in administering their own medication. The accommodation and welfare of students is managed within the student services department with clear accountability through to the Senior Warden to the Director of Student Services, who has the designated child protection role, to the Principal. The management team have been driving the refurbishment and improvement of the hostel provision. There are further improvements under discussion. The management team appear enthusiastic and developmental in their approach. Both staff and students spoken to seemed enthusiastic about changes made and proposed for the future. Staff said that they felt that they were well supported by the management team. They felt they were approachable and welcomed staff ideas and input. The college implements a process of regular self-assessment of its hostels and student welfare practice. A number of channels are used to inform this process, including direct feedback from students. These systems of self assessment are collated and the data used in developmental plans for the college. The college has a thorough induction process for any new staff undertaking warden duties. This involves shadowing the senior warden who provides an introduction to policies and procedures. Wardens told inspectors that they felt well informed and supported during this process. The college's policy and procedures include clear information of staff disciplinary procedures. This information is included with the warden's handbook. These documents also include a clear whistleblowing procedure. The college has a thorough crisis management policy, which is included in the warden's handbook. This policy clearly details staff's roles and responsibilities in crisis situations. There is also information on who may need to be contacted in certain situations, including contact numbers. This plan is under constant review and over the last year has been updated in light of potential crises affecting the farming community which could have affected the college's farm. The college has clear and detailed risk assessments. These are reviewed and updated regularly at least annually or in light of an

event. There is evidence of these risk assessments being regularly monitored by the senior staff. The college have additional risk assessment for those areas of the college where the students undertake high risk activities, for example the equine centre and the farm. The college's records on sanctions, complaints and accidents are regularly monitored by a member of the management team. The students are well supervised during free time. This is done in a sensitive and age appropriate manner. The compact nature of the hostels as well as staff living on site ensures that staff have a good overview of students' welfare. Staff interviewed had a good understanding of the balance needed in providing a safe, secure environment for the students without being too obtrusive and over bearing and allowing them to take responsibility for their own lives. The relationships between the staff and the students are a strength of the college. The students said they like the wardens and had a great deal of respect for them. They also felt that they staff respected them. The students said that they felt safe at college. They also said that they always know where to find a warden day or night. The wardens monitor absences and supervision is maintained through the wardens having regular contact with students. There is a system of monitoring whether students are absent or away overnight without permission or an acceptable reason. Students are required to sign in and out but if they are leaving the campus, particularly overnight, they are asked to inform the duty warden. Regular checks are made throughout the evening. Each bedroom door has an indicator to show whether the door has been locked from the inside and is therefore occupied and wardens record this. The wardens monitor the dining room in an unobtrusive manner. The students said they understand the warden system and how to contact the wardens if required. Staff rotas confirmed that adequate warden cover is always provided. Wardens cover any gaps in the rota due to sickness. Students can contact wardens in a number of ways, they are given a mobile phone number, and can speed dial from internal telephones or can go to the warden's office which is centrally located. Within the warden team, including the student wardens, there is a good mix of gender, age and experience. Tutor wardens include male and females. This enables a mixed gender team to be on duty each evening. If students are away from college on organised trips students have a mobile number for the warden that accompanies them and contact details for a warden that remains on site. The wardens ensure that they take relevant information with them on trips, including emergency contact telephone numbers. Wardens aim to restrict unsupervised access to students under 18 by adults who are not students or staff, by working in partnership with the college's site officers. The Estates and Facilities Manager is responsible for vetting contractors and the site officers have responsibility for supervising contractors when they require access to student hostels. If site officers work in hostels they will either work in pairs or under the supervision of a warden. Inspectors were informed that under 18s do not remain on site during holiday periods. All the wardens, including student wardens, have current job descriptions. These are accurate and clearly reflect the warden's individual responsibilities and duties and state the person to whom each warden is accountable. Evidence was found on personnel records indicating that wardens have relevant qualifications and/or experience for their responsibilities and duties. The senior warden is responsible for ensuring that wardens are familiar with the college's child protection procedures, in conjunction with the college's designated child protection officer, and for offering guidance on identifying and supporting students who may present a risk. Staff have received the relevant training to undertake their roles. The senior warden provided both informal and formal supervision for the warden team. Evidence of appropriate annual appraisals for staff was seen. Tutor wardens receive an academic appraisal which also includes an appraisal of their duties as a tutor warden. The counsellor holds an appropriate qualification and works to the British Association of Counsellors and Psychotherapists standards. The college has a warden's handbook which is extremely

comprehensive, including details of employment terms and conditions, and college policies and procedures. This serves as a useful reference point for new and existing staff setting out warden's primary procedures and routines. The staff said they felt this was a really helpful book which they regularly used. This handbook is reviewed and updated on an annual basis or in the light of any new information or events.

What must be done to secure future improvement?

Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that students have a comprehensive health plan where required. NMS 16
- ensure the college Chaplain receives updates to the Child Protection policies and procedures. NMS 3 & 30.
- ensure staff files contain all the required information. NMS 34

Annex

Annex A

National Minimum Standards for further education college

Being healthy

The intended outcomes for these standards are:

- under-age drinking, substance abuse and possession of obscene material by students are appropriately countered (NMS 6)
- students receive first aid and health care as necessary (NMS 14)
- students are adequately supervised when ill (NMS 15)
- students are supported in relation to any health or personal problems (NMS 16)
- students receive good quality catering provision (NMS 22)
- students have access to food and drinking water in addition to main meals (NMS 23)
- students are suitably accommodated when ill (NMS 43)

Ofsted considers 14 and 16 the key standards to be inspected.

Staying safe

The intended outcomes for these standards are:

- students are protected from bullying and harassment (NMS 2)
- students are protected from abuse (NMS 3)
- use of discipline with students is fair and appropriate (NMS 4)
- students' complaints are adequately responded to (NMS 5)
- students are protected from the risk of fire (NMS 24)
- the welfare of any young people accommodated by the college other than its own students is safeguarded and promoted (NMS 26)
- students' safety and welfare are protected during high risk activities (NMS 27)
- students' personal privacy is respected (NMS 33)
- there is careful selection and vetting of all staff and volunteers working with residential students (NMS 34)
- students are protected from unsupervised contact with adults who have not been, subject to the college's complete recruitment checking procedures (NMS 35)
- students have their own living accommodation, secure from public intrusion (NMS 37)
- any security or surveillance measures provide security to protect students without compromising their privacy (NMS 38)
- students are given reasonable protection from safety hazards (NMS 42)

Ofsted considers 2, 3, 4, 5, 24, 33, 34, 35, 37 and 42 the key standards to be inspected.

Enjoying and achieving

The intended outcomes for these standards are:

- students have access to a range and choice of activities (NMS 11)
- students receive personal support from staff (NMS 13)
- students do not experience inappropriate discrimination (NMS 17)
- student welfare is not compromised by unusual or onerous demands (NMS 25)
- students have access to a range of recreational areas (NMS 41)

Ofsted considers 13 and 17 the key standards to be inspected.

Annex A

Making a positive contribution

The intended outcomes for these standards are:

- students are enabled to contribute to the operation of residential provision in the college (NMS 12)
- students can maintain private contact with their parents and families (NMS 18)
- students receive guidance, both on arrival at the college and in preparing to leave the college (NMS 20)
- there are sound relationships between staff and students (NMS 32)

Ofsted considers 12 and 18 the key standards to be inspected.

Achieving economic well-being

The intended outcomes for these standards are:

- the college's organisation of residential provision safeguards students' welfare (NMS 10)
- students' personal possessions and money are protected (NMS 19)
- students are provided with satisfactory living accommodation (NMS 36)
- students have satisfactory sleeping accommodation (NMS 39)
- students have adequate and adequately private toilet and washing facilities (NMS 40)
- there are arrangements to ensure that students' clothing and bedding are adequately laundered (NMS 44)
- students can buy food and personal requisites while accommodated at college (NMS 45)
- the welfare of students placed in lodgings by the college is safeguarded and promoted (NMS 46)
- the welfare of students is safeguarded and promoted when accommodated away from the college site on a short-stay basis (NMS 47)

Ofsted considers 46 and 47 the key standards to be inspected.

Organisation

The intended outcomes for these standards are:

- a clear statement of the principles of residential provision and student support at the college is available to those needing this information (NMS 1)
- the safeguarding and promotion of students' health and welfare are supported by appropriate records (NMS 7)
- there is clear leadership of residential provision in the college (NMS 8)
- crises affecting students' welfare are managed effectively (NMS 9)
- risk assessment and college record keeping contribute to students' welfare (NMS 21)
- students are appropriately supervised during free time (NMS 28)
- students are adequately supervised by staff (NMS 29)
- staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training (NMS 30)
- students are looked after by staff following clear residential and welfare policies and practice (NMS 31)

Ofsted considers 1, 21, 29 and 30 the key standards to be inspected.