

Bournemouth & Poole College

Inspection report for further education college

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Inspector	Sue Shaw
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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

Bournemouth and Poole College is one of the largest further education colleges in the country. It provides further education to over 20,000 students of all ages who are enrolled on a wide variety of full and part time courses. The college is spread over eight sites across the Bournemouth and Poole area with the two largest campuses based in central Bournemouth and Poole. Students are recruited locally, nationally and internationally. There is no site based accommodation provided and students under the age of 18 years are encouraged to stay in college arranged homestay accommodation with host families. At the time of the inspection there were 26 students under 18 years accommodated with host families.

Summary

Bournemouth and Poole College operates to a very good standard with some outstanding areas in its provision to students. This inspection was carried out as part of the normal inspection process on an announced basis. The aim of the inspection was to review the 22 key standards for the Accommodation of Students under 18 by Further Education Colleges. The focus of the inspection was students under 18 years who are accommodated by the college in homestay accommodation with host families. As part of the inspection process questionnaires were sent to students to gain their views. Responses received were generally complimentary and indicated a good level of satisfaction with the services provided. There is good healthcare provision available to students, with an excellent emphasis on health promotion. Comprehensive policies and procedures support and promote good practice across the college which ensures students are kept safe and their welfare is suitably protected. Effective systems are in place to identify those students with additional support needs and these students are extremely well supported. The college clearly demonstrates its commitment to equality of opportunity by valuing and embracing diversity. There is excellent communication between staff across the college and students are provided with a wide variety of ways in which to express their views and contribute to how the college operates. The homestay accommodation for students is of a good standard and host families are well supported and fully aware of the expectations on them in relation to the students' welfare. Excellent written information is provided for students covering all aspects of life at the college and including clear details of the accommodation and support services available. The college has an excellent commitment to quality assurance and there is clear and effective leadership of the college's accommodation provision and support services for its under 18 year old students.

The overall quality rating is good.

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

Improvements since the last inspection

There were four recommendations made at the last inspection carried out in May 2006. Areas highlighted for improvement related to activities and free time, staff recruitment, student consultation and safeguarding students placed in lodgings. Two of these have been satisfactorily addressed and two were considered but thought not to be necessary as these were already being addressed by the college in different ways. The profile of the Students' Union has been raised in respect of students under 18 years who are accommodated with host families to ensure they have greater access to any relevant events and activities. The reference request letter has

been amended to include all of the elements as required under the National Minimum Standards for the Accommodation of Students under 18 by Further Education Colleges.

Helping children to be healthy

The provision is outstanding.

Students benefit from excellent healthcare, health promotion and support relating to personal problems or needs. The college has two registered nurses who are available to students during the week. Students are supported to register with a GP close to where they are accommodated. No medication is administered on site and students are responsible for the storage and self administration of their own medication. There is a member of staff suitably trained to provide first aid on duty on all of the college sites. Students are provided with details of how to access medical support and are provided with a variety of guidance containing health advice and helpline numbers. The college nurse maintains confidential medical records as necessary and there is effective monitoring of accidents occurring across the college sites. The college delivers comprehensive health education and promotion programmes throughout the year which include the condom scheme, raising awareness about sexual health, healthy eating, no smoking days and de-stress days. External agencies are used to support the programme as necessary and health related issues are also reviewed within student tutorials. Students benefit from excellent provision in this area.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Students are protected effectively through the college's positive approach to dealing with bullying and harassment. A comprehensive policy is followed in practice. Staff have received guidance in how to respond to any alleged incidents. Any form of bullying is taken seriously and responsive action taken immediately. The college is proactive in raising awareness of bullying issues. They have participated in an anti-bullying week and are currently in the process of establishing an anti-bullying council. Students report very low levels of bullying incidents within the college. Students' welfare is protected through clear and robust child protection policies and procedures which are consistent with the local Safeguarding Children Procedures. All staff have received child protection training and have a clear understanding about their responsibilities in respect of keeping students safe. A senior member of staff is the designated child protection officer with lead responsibility for the college. He demonstrates a good awareness of the key legislation in respect of child protection and ensures all staff have refresher training as appropriate. Students confirm the college helps them learn about keeping safe. The college has provided written information and a briefing to host families regarding the child protection procedures, however, not all host families were able to attend the briefing or were sure that they had received any written information. Students at the college consider the rules and any consequences are fair and benefit from a clearly defined disciplinary policy that is fairly applied. A student agreement is signed up to by students and the college's expectations of students and their behaviour are clearly stated. Records of significant sanctions are maintained appropriately and no unduly excessive sanctions are applied. The general standard of student behaviour at the college is good. Students at the college feel freely able to complain about aspects affecting their welfare and there are clear procedures enabling them to do so. Comprehensive monitoring processes are in place which ensure the college deals rigorously and effectively with any complaints received and maintains appropriate records in relation to these. Students and their parents are currently not made aware, through the complaints

procedures, of how to contact Ofsted in relation to welfare complaints. Students are protected from the risk of fire during the college day. The fire safety arrangements at the college are deemed to be satisfactory by the fire authority; fire drills are carried out every term, checks and tests of fire safety equipment are carried out as required and fire risk assessments are up to date. Students are well aware of the emergency evacuation procedures. Students' welfare is protected by a robust staff recruitment process. The college follows a very clear policy on recruitment in line with the Department for Children, Schools and Families (DCSF) guidance. A detailed record of the selection process undertaken ensures rigorous checks are in place prior to new staff commencing work. Criminal Records Bureau (CRB) checks at enhanced level are undertaken on all staff employed at the school, who may have unsupervised contact with the students, prior to appointment. Students at the college benefit from excellent provision for the management of risk across the college sites. There is a culture within the college whereby safety is maintained as a high priority. Comprehensive policies and procedures underpin and promote good practice in relation to safety and there are established systems for ensuring a safe environment is provided. A health and safety committee meets regularly with representatives from management, employees and students. Risk assessments are reviewed annually and revised as necessary. Extensive monitoring processes are in place both in-house and externally to provide regular review and to improve performance where necessary.

Helping children achieve well and enjoy what they do

The provision is outstanding.

Students at the college benefit from excellent levels of personal support being available to them. There is an established network of support systems across the college that students are made aware of via written information which also includes contact details of external support agencies. Students are provided with an induction programme which introduces them to the facilities available and are well aware of how to access support when necessary. Support is provided for those students with identified additional support needs and these are monitored regularly. Tutors play a central role in the support for students, but not to the exclusion of other staff, and good communication between staff allows information to be shared appropriately. There is a suitably qualified nurse on site who deals with medical and health related issues, and a counselling service is also available to students. The college's documentation demonstrates an inclusive commitment to diversity and equality of opportunity and students are not subject to any form of inappropriate discrimination. There are effective systems in place for identifying and addressing the additional support needs of students via the learning support unit, international operations, and student support services.

Helping children make a positive contribution

The provision is outstanding.

Students benefit from having a variety of ways in which they can express their views and influence how the college operates. These include student council meetings, elected student representatives, regular surveys of all students including homestay students, tutorials and a termly 'principal question time'. Students at the college feel appropriately consulted about matters affecting them. All students have access to payphones at various locations around the campus and e-mail facilities. The majority of students have mobile phones and there is no concern among students about being able to contact their parents. Students are able to receive incoming calls in their host family accommodation, however, arrangements for the use of phones to make outgoing calls are subject to agreement with the host family.

Achieving economic wellbeing

The provision is good.

Students accommodated in lodgings arranged by the college are safeguarded through robust procedures for the selection and monitoring of host families. Checks are made on the suitability of the premises and applicants are required to provide a satisfactory CRB check for any adult members of the family. Annual visits are made to ensure that the accommodation continues to be suitable and annual gas certificates are required. Suitable information is provided to host families in relation to the college's expectations of them. Whilst students are provided with regular opportunities to discuss their accommodation arrangements with college staff, there are no records to evidence that this takes place at least once a term as required. There is good provision at the college for ensuring students' welfare is suitably protected and promoted while being accommodated away from the college site. This includes the use of appropriately licensed centres for activity based trips and a robust approach to carrying out risk assessments and ensuring all associated procedures are completed prior to the trip taking place.

Organisation

The organisation is outstanding.

Students and their parents are provided with comprehensive written information about the college, how it operates, the accommodation arrangements, the expectations of students, and the support services available to them. This information and the college's policies and procedures are also available via the college website. The college has extremely effective systems in place for the monitoring of records related to risk assessments, sanctions, complaints, and accidents. Reasonable action is taken to reduce risks identified by risk assessments and where trends or patterns may emerge. Students accommodated in host families are expected to be able to live independently and as such are supervised by their host families outside of teaching times. An emergency contact number is available to host families for out of hours contact in an emergency. Staff working within student support services at the college possess significant experience and are suitably competent to perform the roles they undertake. Newly appointed staff undertake a comprehensive induction programme and are provided with job descriptions which clearly detail their responsibilities and lines of accountability. All staff cover child protection as part of their induction programme and are subject to an annual appraisal of their performance. The college is supportive of staff development and provides opportunities for training as appropriate.

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 all host families have received the written guidance regarding the college child protection procedures (NMS 3)
- ensure students and their parents are informed of how to contact Ofsted in relation to student welfare complaints. (NMS 5)
- develop a system which evidences that staff have discussed the accommodation arrangements separately with each student at least once a term (NMS 46.8).

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.