

Bournemouth & Poole College

Inspection report for Further Education College

Unique reference number	SC041848
Inspection date	02/03/2011
Inspector	Angela Hunt
Type of inspection	Key

Setting address	Bournemouth & Poole College of Further Education, North Road, POOLE, Dorset, BH14 0LS
Telephone number	01202 205661
Email	
Registered person	Linda Bourne
Head/ Principal	Lawrence Vincent
Nominated person	Linda Bourne
Date of last inspection	05/06/2008

© Crown copyright 2011

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 home-stay accommodation with host families. At the time of the inspection there were 32 students under 18 years accommodated with host families. In addition, the college currently has 12 specialist chefs under 18 years on placement.

Summary

The overall quality rating is good.

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

At this inspection which was aligned with part of the Learning and Skills inspection, all key standards identified by Ofsted were inspected.

Provision for students living away from home is good in all major respects and is exemplary in some elements. The college generally meets the national minimum standards and exceeds them in some areas. The college has driven forward some high quality safeguarding work since the last inspection. This has included training all staff in safeguarding, establishing a safeguarding board specific to the work of the college and some effective anti-bullying work. Students' welfare is enhanced by the safeguarding work undertaken and the enthusiastic relationships between staff and residential students. The support systems in place combined with the emphasis given to consultation mean that students are listened to and are able to influence change to positive effect. The introduction of an equality, diversity and community engagement manager contributes towards driving forward the colleges' equality and diversity agenda. The efficient and responsive leadership style results in the delivery of good pastoral care. Notwithstanding this, some work is needed to ensure effective oversight and monitoring of the systems in place for assessing and reviewing host family arrangements. The college is accepting of this finding and already has a detailed action plan in place to address this.

The health care arrangements in place are strong and promote the health and well-being of students. Overall, there is a very good standard of safety and safeguarding aspects are successful and well integrated. Staff are proactive in working with other agencies including local authorities to minimise the risk of harm to students.

Robust health and safety systems together with well-established monitoring

processes help to promote students' safety. The recent work to further improve the security of the sites illustrate the college's commitment to protect students.

Improvements since the last inspection

The college has taken appropriate action to address the recommendations contained in the previous report. A form is now in place to record that the accommodation arrangements are discussed with each home-stay student. A child protection briefing is now provided to host families and a system has been introduced to ensure that they receive ongoing information on this aspect of care. Students and their parents/carers are clear as to who they can approach if they have a complaint about student welfare.

Helping children to be healthy

The provision is outstanding.

The college places great importance on encouraging good health through the access to medical care and information. Students have the use of a small medical centre located on one of the two main sites. Three qualified nurses are also available to students on a rota basis. One of the nurses has lead responsibility for working with students and another specific to working with staff. The specific link students have with one of the nurses and the recent work undertaken by this individual has helped to complement students' awareness of sexual health matters. Although it was reported that there are no residential students on regular medication, there is an established system designed for managing any medication and for recording medication and treatment given. Standardised forms for obtaining health care information and parental consent for treatment promote uniformity and are effective in making sure sufficient background information is sought as part of the admission process. These records are securely kept and relevant information is shared on a need-to-know basis, to maintain the confidentiality of information. A significant number of staff are suitably trained in first aid across all sites and there is a clear system to ensure ongoing refresher training is routinely undertaken. Staff qualified in first aid include all members of security staff at the college. Appropriate first aid cover is available at all times during the college day. There are suitable security arrangements in place across all sites and a pro-active approach is taken to further improve safety in response to the views of students. Students are very positive about the high level of support afforded to them which help to maintain their general health and well-being.

Students have developed a good understanding about healthy lifestyles; through the information they receive from staff and the work the college does with outside agencies. Students benefit from the range of healthy and nutritious meals and the snacks available to them at the college. In addition, those residential students spoken to were most complementary about the food provided to them by their host families. There are no outstanding matters arising from the most recent environmental health inspection.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The college has made considerable progress in ensuring all staff receive training in child protection. Training on child protection is now delivered as part of the induction programme and as a feature of the ongoing staff training programme in place. Relevant up-to-date training for the designated child protection officer has been undertaken. A card indicating the designated safeguarding officers and other publicity tools in place provide a valuable reminder of what to do in the event of a safeguarding concern. Staff and host families have now received relevant training and demonstrate a clear understanding of their safeguarding responsibilities. There is a comprehensive safeguarding policy and the initiative taken by the college to establish their own safeguarding board who meet regularly further promote the welfare, health and safety of students. The boards' accessibility to advice from a Local Safeguarding Children Board member combined with the range of disciplines of existing board members help to inform developments in this area.

Clearly laid down procedures for dealing with allegations and effective links with local authorities exist to protect students. The local authorities where the college sites are located gave encouraging feedback about their contact with the college and of their successful work with vulnerable children.

There are rigorous systems for promoting high levels of health and safety. This includes a range of suitable policies and risk assessments that cover aspects of the colleges' work. The monitoring systems in place which have been applied to good effect mean that any patterns and trends can be identified so as to know what to improve. The college is extremely pro-active in responding to any areas requiring attention. There are no outstanding matters arising from the most recent fire service inspection. Excellent systems are in place to promote an appropriate level of internet safety in line with the college's responsibilities in the absence of residential students' families. Staff have worked hard to raise awareness amongst students of cyber bullying. This is incorporated in the written safeguarding information available and helps to raise awareness, protect borders and keep them safe.

There are robust procedures for conducting the required checks on existing and newly appointed staff. The college maintains the required single central register which is extremely detailed and enables verification that all necessary checks are made. There is evidence that ancillary staff, bus drivers and taxi drivers used have also been appropriately checked.

Students feel safe and are confident to ask for help if needed. A recent survey to ascertain students' views on bullying has enabled identification and analysis of any trends. It has also allowed a targeted approach to identifying and taking any necessary action to counter bullying. The impact of the survey undertaken has been highly effective as students spoken to say that bullying is not a problem at the college. Instances of bullying and other forms of harassment are rare, and the college demonstrates a vigilant approach in dealing with any instances should they

occur.

The college say that since the last welfare inspection there have been no complaints or significant incidents specific to residential students accommodated in host families.

Helping children achieve well and enjoy what they do

The provision is outstanding.

Staff demonstrate a good awareness of meeting the individual needs of students. The college has a diverse community and is open to students of many faiths. Overseas students are integrated into the college community and feel well supported. Diversity and equality are promoted well in all aspects of the college. Each student is allocated a tutor who they meet with regularly. This ensures students are extremely well supported with a range of issues, including settling in to the college, getting the most from their study and preparing for their futures when they leave the college.

There is a high standard of care provided by staff and good systems are in place for any student who needs personal guidance and support. For example, additional support is available for students for who English is an additional language. The caring ethos, the tutor system and the ease of accessibility of advice from staff who work in the colleges' international office and others ensures residential students have someone they can talk to. This helps to make them feel secure and settle into life at the college. Notice boards throughout the college campuses and the contents of the student handbook give details of organisations offering support, as does the other written guidance provided to students.

Helping children make a positive contribution

The provision is outstanding.

All new students receive an induction and are appropriately welcomed to the college. Students who are away from home are able to maintain contact with parents, carers, guardians and friends. Students have access to a range of people if they need support or feel unhappy in any way. This includes tutors, nurses, the welfare officer, designated safeguarding officers, learning coaches, student services and staff in the international office. The college's structure includes clear and accessible avenues for students to express their views and opinions, both formally and informally. This includes representation at committees, an active student union, regular meetings involving students, and ongoing tutor sessions. Students play a strong part in the decisions made and are consulted regularly about how the college operates. Students' views are clearly evident in the way in which the service makes decisions about future developments. This combined with the supportive mechanisms in place contribute to the progress individuals make and their general well-being.

Good communication between host families, parents/carers and college staff ensures regular ongoing dialogue to promote the well-being of residential students. Those

staff whose roles include welfare responsibilities are enthusiastic and demonstrate a caring and nurturing attitude. Based on the outcome of meetings with staff they indicate a clear commitment to improving outcomes for residential students. Students say that they have good relationships with staff and their host families.

The college is an inclusive community in which students feel safe, valued and well supported by staff and their host families. Staff recognise and acknowledge individuality and work hard to make sure the introduction to living away from home is well managed. A good level of information available to parents and students means that there is a clear explanation of what to expect as a residential student at the college. Students describe coming to the college, as an international student, as being valuable and a positive experience.

Achieving economic wellbeing

The provision is satisfactory.

A total of five visits to host families was undertaken as a part of this inspection. Overall, the standard of home-stay accommodation is good and provides a conducive environment for students to develop as individuals and learn. The home-stay settings provide a variety of accommodation including, in some cases, additional lounge areas for exclusive use by students and en suite facilities to some bedrooms. Clear guidance is in place to make sure that host families know what is expected of them and students know what they can expect living with a host family. Safe and supportive environments promote the well-being of students.

Home-stay settings are of good quality. Those visited both afford appropriate levels of privacy and are well suited for the needs of students. While there have been occasions where individual students have found difficulty in settling, the college have been very responsive by listening to feedback and actively seeking solutions to meet the needs of the individual student. Students expressed appreciation in which their feedback has been listened to and dealt with by the college.

While health and safety checks are conducted at the onset of an application from a home-stay family, the system of ensuring an annual assessment to ensure continued suitability is less robust. The records kept on home-stay families lack evidence of annual checking undertaken and also adequate assessment prior to a student being placed in a home-stay setting.

Organisation

The organisation is good.

The promotion of equality and diversity is good. The college has a sound approach to inclusion, with appropriate provision set up for a multi-faith prayer room at its main site and clear access to information. The college reflects a diverse community where differences in race, disability, gender, age, gender identity, sexual orientation, faith and religious beliefs, backgrounds or personal circumstance are respected. Additional

language support for students is available to help them with their studies. The international office within the college in conjunction with an external international centre, also organises activities specifically for the international students. Students feel valued and safe and the college's philosophy underpins the supportive community evident.

Leadership and management work well together which results in positive outcomes for students. Clearly written policies and procedures underpin the college's practice and there is good information provided for students and host families. However, there is no effective oversight and monitoring in place of home-stay families by a senior member of staff. This means that there is no overview or way of making sure that the systems for assessing and reviewing host family arrangements are being consistently applied. The college does however acknowledge this deficit and a suitable plan is in place to address the shortfalls within well-considered timescales. This includes revising the system of file maintenance for all host families, the appropriate scrutiny of processes of assessing, making line management responsibility for home-stay clearer and the introduction of 'home stay' representation on the college safeguarding board.

What must be done to secure future improvement?

Recommendations

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

- ensure that there is documentary evidence that at least once a college year a member of staff visits all lodgings in which it accommodates students to check the continued suitability of the accommodation and to review provision with the adult responsible for the student(s) in each lodging (NMS 46.9)
- make sure that the outcome of the planned action enables effective oversight and monitoring of the systems in place for assessing and reviewing host family arrangements. (NMS 8.2)