



Champions for
Social Care
Improvement

inspection report

Further Education College Or Boarding School
for Pupils aged 16+

Oaklands College

Smallford Campus

Hatfield Road

St Albans

Herts

AL4 0JA

27th & 28th January 2004

Commission for Social Care Inspection

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

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

The role of CSCI is to:

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

Inspection Methods & Findings

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

The 4-point scale ranges from:

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

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

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

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

COLLEGE INFORMATION**Name of College**

Oaklands College

AddressSmallford Campus, Hatfield Road, St Albans, Herts, AL4
0JA**Tel No:**

01727 737000

Fax No:**Email address:****Name of Governing body, Person or Authority responsible for the college**

Oaklands College

Name of Principal

Helen Parr

Name of person responsible for welfare and accommodation of students under 18**Is the Establishment a Boarding School whose pupils are all aged over 16?**

YES

NCSC Classification

Futher Education College

Type of college

Futher Education College

Date of last welfare inspection:First
visit

Date of Inspection Visit		27th January 2004	ID Code
Time of Inspection Visit		09:30 am	
Name of NCSC Inspector	1	Marian Byrne	117477
Name of NCSC Inspector	2	Robert Kittle	
Name of NCSC Inspector	3	Angela Dalton	
Name of NCSC Inspector	4	Elizabeth Chamberlain (observer)	
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.		There was no lay assessor assigned to this inspection.	
Name of Establishment Representative at the time of inspection			

Introduction to Report and Inspection

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Notifications to Secretary of State

Implementation of Recommended Actions from last Inspection

Recommended Actions from this Inspection

Advisory Recommendations from this Inspection

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Welfare Policies and Procedures

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D1.1. Principal's comments

D1.2. Action Plan

D1.3. Principal's agreement

INTRODUCTION TO REPORT AND INSPECTION

Further Education colleges accommodating students under 18, or arranging accommodation for them, are subject to inspection by the National Care Standards Commission (NCSC) to determine whether the welfare of students under 18 is adequately safeguarded and promoted while they are accommodated at or by the college.

Inspections assess the extent to which the college is meeting the National Minimum Standards for Accommodation of Students under 18 by Further Education Colleges, published by the Secretary of State under Section 87C of the Children Act 1989, and other relevant requirements of the Children Act 1989 as amended.

These standards for Further Education Colleges also apply to boarding schools whose pupils are all aged 16 or over.

This document summarises the inspection findings of the NCSC in respect of Oaklands College. The report concerns only the accommodation and welfare of students under 18 accommodated at or by the college, not the college's accommodation or provision for day students or adult students.

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Recommended action by the college
- Advisory recommendations on welfare of students under 18
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- The Principal's response and proposed action plan to address findings

INSPECTION VISITS

Inspections are undertaken in line with the agreed regulatory framework under the Care Standards Act 2000 and the Children Act 1989 as amended, with additional visits as required.

The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE COLLEGE AND OF ACCOMMODATION FOR STUDENTS ON SITE AND IN ANY LODGINGS ARRANGEMENTS
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<p>Accommodation for students is provided in two groups of houses located in the grounds. In East Drive are three pairs of semi-detached houses, each with their own back garden. The properties are each home to up to five students and offer single accommodation bedrooms, a small kitchen, shower and toilet. Those offering accommodation to four students have additional lounge space. The properties in North Drive are situated much closer to the main buildings. Within the main complex are a fitness centre, a common room and a cafeteria. There are also external facilities including a laundry for student use and an all-weather Astroturf pitch.</p>
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PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

The College provides dedicated welfare staff. This staffing group appears to be well managed and spends time getting to know the students. There are student meetings at the beginning of the school year. There are regular checks on the students at night to ensure all students are safely home.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

The accommodation is sited at the end of a long road that is also a public right of way. The road to the accommodation is poorly lit and has numerous pot-holes. The inspectors noted that cars were driven within the college grounds at dangerous speeds creating a further hazard for the students walking to their accommodation. This needs to be addressed through risk assessment. The nightly checks while good need to be staggered and the introduction of a further check may deter students who may feel they can leave the College when the nightly checks have been done. Staff of the College and staff of the Arsenal Academy who have responsibility for students should meet regularly. Care needs to be taken to ensure those students who are not part of the Arsenal Academy are left to feel isolated particularly at the weekends.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

The inspectors found the college welcoming and open to suggestions on how to improve the facilities for students. The accommodation is in the main good the addition of a dining area to each house would be welcome.

The College needs to develop a separate policy on counteracting bullying. Medication records need to be expanded to include details of medication taken. Fire drills must be introduced and care taken to ensure fire equipment is tested regularly. Risk assessments must be carried out on all aspects of student activity the college has a responsibility for. A procedure for 'missing students' must be formulated.

Feedback was given to staff on the first day of the inspection regarding the quality of the food being served, staff must be congratulated on the immediate action they took regarding this. The food on the second day was much improved.

NOTIFICATIONS TO SECRETARY OF STATE

Is Notification of any failure to safeguard and promote welfare to be made by the National Care Standards Commission to the Department for Education and Skills under section 87(4) of the Children Act 1989 arising from this inspection?

NO

The grounds for any Notification to be made are:

IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION

Were the Recommended Actions from the last Inspection visit fully implemented?

NA

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

No	Standard	Recommended actions	
		This was the first inspection of Oaklands College.	

RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION

Action Plan: The Principal is requested to provide the Commission with an Action Plan, which indicates how recommended action and any advisory recommendations are to be addressed. This action plan will be made available on request to the Area Office.

RECOMMENDED ACTION			
Identified below are the actions recommended on issues addressed in the main body of the report in order to safeguard and promote the welfare of residential students under 18 adequately in accordance with the National Minimum Standards for FE Colleges Accommodating Students under 18. The references below are to the relevant Standards. Non-implementation of recommended action can lead to future statutory notification of failure to safeguard and promote welfare.			
No	Standard*	Recommended Action	
1	FE5	The college's policy on countering bullying must be treated as a separate policy. It should include measures to counteract bullying, identify who the policy covers and how the college will respond to bullying or harassment of students in the local community and to counter any initiation ceremonies intended to cause pain anxiety or humiliation.	
2	FE5	The complaint procedure must include details of how to contact the Commission.	
3	FE7	The records relating to student health and welfare must be expanded to include details of any medication taken, who is responsible for administration, who is responsible for filling prescriptions, the name of the person who has assumed parental responsibility within the college and if the student has any allergies to medication.	
4	FE22	The chairs in the dining room were stained and of an inappropriate style for a refectory. They must be replaced with furniture that is easier to clean.	
5	FE24	Fire drills in the residential areas must be introduced and a review of the testing of all fire fighting equipment in these areas must take place.	
6	FE27	The College must conduct risk assessments on all aspects of student's activities within the college and outside activities for which it is responsible.	
7	FE28	The College must formulate a 'missing students' procedure for both staff and students to follow.	

8	FE36	It is recommended that appropriate dining furniture be provided for each house to enable the occupants to eat in comfort.	
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ADVISORY RECOMMENDATIONS

Identified below are advisory recommendations on welfare matters addressed in the main body of the report and based on the National Minimum Standards, made for consideration by the college.

No	Refer to Standard*	Recommendation
1	FE1	The college should to consider providing information covering the extent of choice in selecting or changing a student's room, to clarify if students under 18 are always housed separately from adult students, the criteria for accommodation off-campus, the responsibility and how this is monitored
2	FE3	It is advised that when the link person is away from the college for an indefinite period, another is identified and receives appropriate training to enable them to undertake the task.
3	FE4	The student disciplinary policy should include reference to the use of physical restraint.
4	FE6	The policy on purchasing alcohol etc. should be expanded to include possessing or displaying obscene material.
5	FE8	The college needs to ensure that any incident of concern or allegations of incidents that could put a student at risk must be reported to senior staff and to the Commission.
6	FE12	It is recommended that meetings with students be held more frequently than once a term.
7	FE13	The College should develop clearer lines of communication with the Arsenal Academy in particular to ensure all staff with responsibility for students have access to information pertinent to their welfare.
8	FE15	Consideration must be given to how the College would care for students whose families are not contactable in emergencies.
9	FE21	All accidents to students are recorded in the same book making it difficult to differentiate between boarders and day students. It is recommended that separate books be retained.
10	FE27	The College should ensure it has parental consent for students to participate in any high-risk activities.

11	FE28	Students are checked to ensure they are in bed after lights out and welfare staff do not follow a regular routine in checking all students are in bed, the College is advised that a spot check should be introduced to ensure students stay in bed and do not abuse the present system.
12	FE37	To increase security, it is recommended that additional street lighting be considered in East Drive. In the mean time the inspectors recommended that all students be provided with a torch, an alarm and reflective clothing.
13	FE37	It is suggested that net curtains would increase the privacy of students living in the East Drive properties.
14	FE38	It is suggested that the security officer makes himself known to the students or wears clearly identifiable clothing to ensure that he is not mistaken for an intruder.
15	FE42	Road surfaces are pitted and could cause a trip hazard at night. It is recommended that they receive urgent attention.
		A meeting is held with the students each term. It is recommended that this meeting be held more frequently.

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. FE10 refers to standard 10

PART B**INSPECTION METHODS AND FINDINGS**

The following inspection methods have been used in the production of this report

Direct Observation	YES
Student Guided Tour of Accommodation	YES
Student Guided Tour of Recreational Areas	YES

Checks with other Organisations and Individuals

• Social Services	NO
• Fire Service	NO
• Environmental Health	NO
• Other Inspectorates	NO
• College Doctor	NO
• Independent Person or Counsellor	NO
• Chair of Governors	NO
• DfES (if a school)	NO
'Tracking' individual welfare arrangements	YES
Group discussion with students	YES
Survey of accommodation/welfare staff	YES
Interviews with key staff	YES
Student survey	YES
Parents' survey	NO
Early morning & late evening visits	NO
Meal taken with students	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Answer phone for student comments	NO
Visit to Sanatorium	NO
Visits to lodgings	YES
Individual interview with student(s)	YES

Date of Inspection	27/01/04
Time of Inspection	09.30
Duration Of Inspection (hrs.)	60
Number of inspector Days on site	3

College Information

Overall Age Range of Residential Students:

From

16

To

18

Number of Residential Students under 18 at time of inspection:

Boys

x

Girls

x

Total

x

Number of separate College Buildings or units accommodating students

8

Number of students under 18 accommodated in Lodgings arranged by the College

0

The following pages summarise the key findings and evidence from this inspection, together with the NCSC assessment of the extent to which standards have been met. The following scale is used to indicate the extent to which the standards have been met or not met by placing the assessed level along side 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.

WELFARE POLICIES AND PROCEDURES

The intended outcomes for the following set of standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.
- Students are protected from bullying and harassment.
- Students are protected from abuse.
- Use of discipline with students is fair and appropriate.
- Students' complaints are adequately responded to.
- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.
- The safeguarding and promotion of students' health and welfare is supported by appropriate records.

Standard 1 (1.1 – 1.5)

A suitable statement of the college's welfare, accommodation and student support policies and practice is available to parents, students and staff.

Key Findings and Evidence	Standard met?	2
The College makes available details of its welfare, accommodation and support policies. These include the admission policies and procedures affecting residential students, the nature and organisation of accommodation at the college, an outline of the welfare and support facilities and provision available to students and the nature and extent of college supervision and monitoring of students under 18 (specifically including evenings weekends and at night). Any specific need will be identified and met through a care plan. This is reviewed regularly. Conduct expectations are clearly defined. The college should to consider adding additional information to cover the extent of choice in selecting or changing a student's room, to make clear whether students under 18 are always housed separately form adult students and the criteria for accommodating off campus including the responsibility and how this is monitored.		

Standard 2 (2.1 – 2.5) The college has, and follows, an appropriate policy on countering bullying and any form of harassment, which is known to students and staff and which is effective in practice.		
Key Findings and Evidence	Standard met?	1
The college's policy on countering bullying is included in the disciplinary policy. This needs to be treated as a separate policy. It should include measures to counteract bullying, identify who the policy covers and should include staff and how the college will respond to bullying or harassment of students in the local community and to counter any initiation ceremonies intended to cause pain anxiety or humiliation. The policy should be available to staff and students and all staff both professional and ancillary and all visiting staff.		
Percentage of residential students under 18 reporting never or hardly ever being bullied:	0	%

Standard 3 (3.1 – 3.9) The college has, and follows, an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse, which is consistent with local Area Child Protection Committee procedures, and is known to staff and students.		
Key Findings and Evidence	Standard met?	2
The college has a wide-ranging policy on the protection of students under 18, and the inspectors saw evidence that the policy is followed. It has a written child protection policy and a named person has links with the local police and Social Services. It includes procedures for all staff that receives allegations of abuse or suspect that abuse may be occurring at college home or elsewhere. The policy is available to in the library, staff rooms and reception. The college, on the advice of the inspector, intends to include it in the student's handbook. Training is part of new staff's induction. It is further advised that when the link person is away from the college for an indefinite period, another is identified and receives appropriate training to enable them to undertake the task. While it is understood that the college does not encourage staff/student sexual relationships it needs to be clear that a sexual relationship with a student under 18 is prohibited.		
Number of recorded child protection enquiries initiated by the social services department concerning students under 18 at the college in the past 12 months:	0	

Standard 4 (4.1 - 4.9)

The college has, and follows, a fair and appropriate student disciplinary policy, in relation to unacceptable behaviour and breaches of student discipline, known to students, staff and parents.

Key Findings and Evidence**Standard met?****2**

The college has what appears to be a fair and appropriate student policy. Over the days of the inspection good behaviour was observed throughout the college. Staff issues sanctions. The policy should be extended to include how physical restraint would implement. Suspensions and exclusions are dealt with in an appropriate manner. While the policy was clear that the incident would be investigated the inspectors saw evidence where there was no paper work to support a conclusion with a written warning.

Standard 5 (5.1 - 5.5)

The college has, and follows, an appropriate written policy on responding to complaints from students and parents about the college's role in safeguarding and promoting the students' welfare, which is known to students, parents and staff.

Key Findings and Evidence**Standard met?****2**

The College has an appropriate complaints policy it is easily available to staff and students. It should however include the address of the NCSC.

Number of college-recorded complaints about welfare of students under 18 in past 12 months

Number of above complaints substantiated:

Number of complaints made to NCSC about welfare of students under 18 in past 12 months:

Number of above complaints substantiated:

Standard 6 (6.1 - 6.5)

The college has, and follows, appropriate policies on countering and responding to under-age purchase of alcohol, excessive consumption of alcohol, substance abuse, and possession of obscene material, which are known to students and staff and are effective in practice.

Key Findings and Evidence**Standard met?****2**

The college has a clear policy on the consumption of alcohol and substance abuse. All reasonable measures are taken to ensure students do not consume alcohol or other potentially harmful substances. There is no bar on the college site. The policy should be expanded to include possessing or displaying obscene material.

Standard 7 (7.1 - 7.6)

Where Students and parents provide the information, adequate records are kept in relation to individual students' health and welfare needs and issues.

Key Findings and Evidence**Standard met?****2**

Each student has a record relating to his or her health and welfare. These must be expanded to include details of any medication they are taking, who is responsible for administration, who is responsible for filling prescriptions, the name of the person who has assumed parental responsibility within the college and if the student has any allergies to medication. This includes students who board off campus. The information stored must contain all relevant details obtained and must represent an up to date database on the student's health and welfare.

ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- There is clear leadership of residential provision in the college.
- Crises affecting students' welfare are effectively managed.
- The college's organisation of residential provision safeguards students' welfare.
- Students have access to a range and choice of activities.
- Students are enabled to contribute to the operation of residential provision in the college.

Standard 8 (8.1 - 8.8)

There is clear management accountability for the accommodation and welfare of students under 18.

Key Findings and Evidence	Standard met?	2
The college has ensured that there is a designated person who has overall responsibility for boarding students. She in turn manages a team of welfare staff who are responsible for the day-to-day supervision of the boarding students. There are dedicated budgets for the maintenance and development of both accommodation and student welfare. The provision of food for students is contracted out, though the College retains responsibility for this provision. There is an in-house audit of all service provided by the College. There is a suitable induction course for new staff with responsibility for students who board. There is an appropriate staff disciplinary procedure in place. The college needs to ensure that any incident of concern or allegations of incidents that could put a student at risk must be reported to senior staff and to the Commission.		

Standard 9 (9.1 - 9.3)

The college is capable of satisfactorily managing crises affecting students' welfare.

Key Findings and Evidence**Standard met?**

3

The College has an appropriate crises management procedure in place if the accommodation should become inhabitable due to unforeseen circumstances such as a fire and will do all that is reasonable to protect and safeguard and to promote the welfare of the students concerned.

Standard 10 (10.1 - 10.4)

Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together.

Key Findings and Evidence**Standard met?**

3

All students have a lockable room of their own. No students over 18 are accommodated on the same premises as students under that age.

Standard 11 (11.1 - 11.4)

An appropriate range and choice of recreational activities and provision is made for students under 18.

Key Findings and Evidence**Standard met?**

3

Considerable effort goes into ensuring students have a range of activities. Transport is provided for students to do personal shopping on a Monday evening. There is a budget for outings. Sport facilities are opened for students where possible. There are regular meetings with students to discuss activities and the college has recently appointed a Student Activity Co-ordinator (her e-mail address is advertised internally).

Standard 12 (12.1 - 12.3)**Students under 18 are consulted over accommodation and welfare provision.****Key Findings and Evidence****Standard met?****2**

A meeting is held with the students each term. It is recommended that this meeting be held more frequently. Students complained to the inspectors about the darkness and state of the road to their accommodation. Two female inspectors walked to the accommodation at night, and found it to be an unpleasant experience due to the darkness, despite a full moon. It was also noted that there are some very large potholes in the road. The College was aware of this and had started to address the situation by installing more streetlights. In the mean time the inspectors recommended that all students be provided with a torch, an alarm and reflective clothing.

WELFARE SUPPORT

The intended outcomes for the following set of standards are:

- Students receive personal support from staff.
- Students receive first aid and health care as necessary.
- Students are adequately supervised when ill.
- Students are supported in relation to any health or personal problems.
- Students do not experience inappropriate discrimination.
- Students can maintain private contact with their parents and families.
- Students' personal possessions and money are protected.
- Students receive guidance, both on arrival at the college and in preparing to leave the college.
- Risk assessment and college record keeping contribute to students' welfare.
- Students receive good quality catering provision.
- Students have access to food and drinking water in addition to main meals.
- Students are protected from the risk of fire.
- Student welfare is not compromised by unusual or onerous demands.
- The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.
- Students' safety and welfare are protected during high-risk activities.
- Students are appropriately supervised during free time.

Standard 13 (13.1 - 13.8)

Each student has one or more members of staff to whom he or she can confidently turn for personal guidance or with a personal problem.

Key Findings and Evidence

Standard met?

2

Each student has a personal tutor to support and advise on personal and welfare matters. There is dedicated staff group who are not on the academic or management staff for out of hours support to students. The Criminal Records Bureau had cleared these members of staff. The College should develop clearer lines of communication in particular with the Arsenal Academy (who have very close contact with the majority of the current boarders) to ensure all staff with responsibility for students have access to information pertinent to their welfare.

Standard 14 (14.1 - 14.13)

Appropriate first aid and minor illness treatment are available to students at college, with access to medical and dental services as required.

Key Findings and Evidence**Standard met?****2**

Students retain their own medication. The College registers all students with the same doctor, although they do have the opportunity to register with a different GP if they wish. They retain their own dentist, but the College should make arrangements for emergency dental work should the need arise. There is a designated first aider but the college does not offer facilities for students who are ill.

Standard 15 (15.1)

There are satisfactory arrangements in place to ensure that students who are ill while at college or in college arranged accommodation are regularly checked and are able to summon assistance readily and rapidly when necessary.

Key Findings and Evidence**Standard met?****2**

The College has a clear policy that student who are ill must be cared for by their families outside the College. Consideration must be given to how the College would care for students whose families are not contactable in emergencies.

Standard 16 (16.1 - 16.9)

Significant health and personal problems of individual students are identified and managed appropriately.

Key Findings and Evidence**Standard met?****2**

The College appears to support the students very well. However, there is sometimes a communication problem where information is not always passed to the appropriate people. There was an example of one student who was reported to be 'suicidal', the staff of the Arsenal Academy were aware of this and failed to pass this information on to other staff responsible for her welfare. Students have information on support services outside the College, for example Childline. Counselling is available to students where an eating disorder is suspected, although no formal checking takes place.

Standard 17 (17.1 - 17.5)

The college does not inappropriately discriminate on grounds of gender, disability, race, religion, cultural background, linguistic background, political beliefs, sexual orientation or academic or sporting ability. The college takes these factors into account in its care of students, and appropriately supports and integrates identifiable minority groups amongst students and students who do not "fit in" to the college, residential unit or student body.

Key Findings and Evidence**Standard met?****2**

During the inspection it was apparent that the College creates an equal opportunities culture. Their policies on equal opportunities are being re-written and will be launched later this year; therefore they were not available for inspection.

Standard 18 (18.1 - 18.5)**The college enables students to contact their parents and families in private.****Key Findings and Evidence****Standard met?****3**

The College provides each house with mobile phones. They were not working on the first day of the inspection by the second day this was resolved. The inspectors were assured that the phones would be checked as part of the daily inspection of the boarding premises. Parents are encouraged to visit and the students have ample areas to see their parents in private. The College has regular contact with the parents of student and would communicate welfare concerns unless explicitly asked not to do so by the students. Prospective parents and students are welcome to visit the college prior to the student taking up residence to inspect and discuss all aspects of residential and supervision arrangements.

Standard 19 (19.1 - 19.3)**The college provides reasonable protection for students' personal possessions and any student's money looked after by the college.****Key Findings and Evidence****Standard met?****3**

The College provides a facility for the safekeeping of money and valuables for the students. At the time of the inspection none of the students were taking advantage of this facility. Each student has his or her own room with a lockable door.

Standard 20 (20.1 - 20.3)

There are appropriate processes of induction and guidance for new students arriving at the college, and guidance and preparation for students prior to leaving the college.

Key Findings and Evidence**Standard met?****3**

New students are given suitable information about the college routines and residential arrangements. All students have a key to their building and to their own rooms. Students must inform welfare staff when they are going off campus, where they are going and what time they will return. A check is carried out every night after 'lights out' to ensure all students are safely back in the College. Inspectors recommended that additional and random spot checks be carried out to ensure students do not go out after the routine check has been completed.

Standard 21 (21.1 - 21.3)

A senior member of the college's staff regularly monitors the college's records of risk assessments, sanctions against students, complaints and accidents, to identify any issues requiring action.

Key Findings and Evidence**Standard met?****2**

There is a named member of staff who has responsibility for Health and Safety throughout the College. He monitors the accident book. All accidents to students are recorded in the same book making it difficult to differentiate between boarders and day students. It is recommended that in future accidents to boarders be kept in a separate book. When inspecting the sanction records it was clear that the College is not following its own disciplinary procedure in so far as the records of one incident had no evidence of an investigation having taken place. This did not appear to have been picked up through monitoring. The College's health and safety representative identified to the inspectors an area of risk to students. The speed cars are driven in college grounds is posing a risk of an accident to students. The inspectors who walked to the accommodation at night also identified this risk. As the College is aware of this risk it needs to address risk reduction as a matter of urgency.

Standard 22 (22.1 - 22.11)

Meals are provided to students, which are adequate in quantity, quality, choice and provision for special dietary, medical or religious needs, with clean and suitable cutlery, crockery and dining facilities.

Key Findings and Evidence**Standard met?****2**

The College provides breakfast and an evening meal. Students must provide their own lunch, which can be purchased in the student dining room. The students had identified the quality of the food as an area of dissatisfaction in the questionnaires they had completed. On the first day of the inspection the food sampled by the inspecting team was found to be of poor quality and there was no fresh fruit, salad or vegetables on offer. All the hot options appeared to have been fried or deep fat fried including the menu item (roast chicken). There was a vegetarian option on offer. The students also informed the inspectors that, sometimes there was not enough food for all of the students at the evening meal. This was reported to the appropriate College staff at the end of the first day of the inspection. The food on the second day of the inspection was significantly improved with a much better selection of freshly cooked food, which included a good selection of fresh salad and vegetables. There was a problem with students not attending breakfast; the College dealt with this very effectively by providing the students with appropriate food to make a simple breakfast in the kitchen of their accommodation. This was reported to work very well. The chairs in the dining room were stained and inappropriate for a refectory as they were cloth covered and difficult to clean. Consideration must be given to replacing them. Most of the boarding students are interested in fitness and diet and informed the inspectors that they would welcome input into menu planning.

Standard 23 (23.1 - 23.4)

Students have access to drinking water in both residential and teaching areas, and to food or the means of preparing food at reasonable times in addition to main meals.

Key Findings and Evidence**Standard met?**

3

Each residential house provides facilities to prepare snacks. Drinking water is available throughout the College.

Standard 24 (24.1 - 24.6)

Students and staff with residential provision duties are aware of emergency evacuation procedures from residential accommodation. Such procedures should include any special arrangements for students or staff with disabilities. Any recommendations of the Fire Service are implemented within given timescales and maintained.

Key Findings and Evidence**Standard met?**

1

At the time that this inspection took place, there were no fire drills undertaken in the residential areas. Staff informed the inspectors that fire equipment was tested annually. The date on the fire extinguishers did not reflect this. A risk assessment on the risks of fire was unavailable for inspection. Fire drills must be introduced as a matter of urgency and emergency lighting reviewed.

Standard 25 (25.1 – 25.3)

Colleges where there are unusual or especially onerous demands on students ensure that these are appropriate to the students concerned and do not unacceptably affect students' welfare.

Key Findings and Evidence**Standard met?**

3

The College employs staff to carry out any work that is needed in animal husbandry outside of College hours. Students are given reasonable leisure time each day.

Standard 26 (26.1 - 26.2)

The college makes satisfactory provision for the welfare of any young people aged under 18 it accommodates who are not its own students.

Key Findings and Evidence**Standard met?**

9

This standard does not apply to this College.

Standard 27 (27.1 - 27.7)

Identifiably high-risk activities provided for students, particularly outside the normal educational day, are competently supervised and accompanied by adequate and appropriate safety measures.

Key Findings and Evidence**Standard met?**

1

Staff spoken to said that they had carried out regular risk assessments in their own departments and these were unavailable for inspection. Students are not allowed to engage in the use high-risk equipment without the supervision of a trained adult. The College must review its approach to Health and Safety and conduct risk assessments on all aspects of student's activities within the college and outside activities for which the College is responsible. It should also ensure it has parental consent for students to participate in any high-risk activities.

Standard 28 (28.1 - 28.6)

Students under 18 are sufficiently supervised during free time to reduce significant risks to their welfare, given their legal status as children, while preserving their freedom to participate in student activities and to access local facilities outside the college.

Key Findings and Evidence**Standard met?**

2

The student welfare staff in the College supervise the student's activities within the College. Students leaving the Campus must sign out and state where they are going, the activity they will be involved in and what time they are expected to return and contact details. The College must formulate a 'missing students' procedure for both staff and students to follow. Students are checked to ensure they are in bed after lights out. While it is appreciated that welfare staff do not follow a regular routine in checking all students are in bed, the College is advised that a spot check should be introduced to ensure students stay in bed and do not abuse the present system. No students over 18 share activities with students under 18.

STAFFING

The intended outcomes for the following set of standards are:

- Students are adequately supervised by staff.
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.
- Staff following clear residential and welfare policies and practice look after students.
- Sound relationships between staff and students.
- Students' personal privacy is respected.
- There is careful selection and vetting of all staff and volunteers working with students.
- Students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking procedures.

Standard 29 (29.1 - 29.13)

While resident at the college or in college arranged accommodation, students know which member of staff is responsible for them and are able to contact them when necessary.

Key Findings and Evidence	Standard met?	3
Students were familiar with all members of the staff who were responsible for their welfare and how to contact them. An appropriate level of supervision is provided by the college and sufficient numbers of staff are trained in emergency first aid to ensure that one is on duty at all times. The college has access to the County Council list of approved taxi firms when their own transport is not being used to transport students.		

Standard 30 (30.1 - 30.11)

All staff with particular responsibilities for the supervision of residential students or the provision of student welfare services have job descriptions reflecting those duties, have appropriate competence, receive induction training in those responsibilities when newly appointed, and receive regular review of their supervisory and student welfare practice, with opportunities for continuing training.

Key Findings and Evidence**Standard met?**

3

All new staff with responsibilities for the supervision of students receive appraisal three times in the first year as part of the thorough induction and probationary process. All have full job descriptions that are read in conjunction with their latest appraisal to ensure the most recent agreements are followed. There are also suitable arrangements for the supervision of ancillary and temporary staff. All staff that may come in contact with students have received guidance on child protection. Students are supported by Student advisors as well as an academic personal tutor. The College staff development programme ensures that all staff access and receive appropriate training (this is one of the outcomes of the assessment process).

Standard 31 (31.1 - 31.4)

All staff with responsibilities for supervision of residential students or the provision of student welfare services are provided with up to date written guidance on the college's policies and practice for the supervision of residential students and the safeguarding and promotion of their welfare. (This document is not necessarily a single document.)

Key Findings and Evidence**Standard met?**

3

The current staff handbook is also available to staff on the intranet. The handbook includes the policy on countering bullying as well as the approach to sanctions and the student complaint procedure. There is also a students' handbook that covers most aspects of student life, but is not yet regarded by the College as a finished document.

Standard 32 (32.1 - 32.3)

There are sound staff/student relationships including an understanding of respective roles, rights and responsibilities.

Key Findings and Evidence**Standard met?****3**

Students were confident that disagreements between student and staff would be concluded reasonably. Relationships and communication between staff and students (and vice versa) appeared to be satisfactory.

Standard 33 (33.1 - 33.3)

Staff supervision of students avoids intruding unnecessarily on students' privacy.

Key Findings and Evidence**Standard met?****3**

Although some students stated that cleaning staff can be regarded as sometimes being intrusive and that late checks by staff often disturb their sleep, overall a reasonable balance between security, necessary routines and students' rights appears to be achieved. However, this report includes suggestions about the pattern of night checks by staff.

Standard 34 (34.1 - 34.7)

Recruitment of all staff (including ancillary staff and those on a contract/sessional basis) and volunteers who work with students under eighteen includes checks through the Criminal Records Bureau at the Standard or Enhanced level as applicable to their role with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.

Key Findings and Evidence**Standard met?****3**

The college has been primarily using List 99 because of problems experienced with the Criminal records Bureau. All staff complete a disclaimer and CRB clearance is obtained for all newly appointed staff before they have unsupervised access to students. A risk assessment is also undertaken in relation to all staff prior to CRB clearance being received. The system for recruiting all staff accords with this standard. All staff also receive a copy of the staff handbook and the child protection policy.

From April 2002, all adults who begin to live on campus but are not employed by the college have also been CRB cleared. This also applies to other adults (such as agency teachers, visiting physiotherapists and taxi drivers) who regularly come into contact with students.

Standard 35 (35.1 - 35.3)

The college does not allow any member of staff (including ancillary staff, sessional/contract staff or volunteers) to have regular contact with students under 18 unless that member of staff has been satisfactorily checked with the Criminal Records Bureau.

Key Findings and Evidence**Standard met?****3**

As detailed in the preceding standard, the college takes appropriate precautions.

PREMISES

The intended outcomes for the following set of standards are:

- Students are provided with satisfactory living accommodation.
- Students have their own living accommodation, secure from public intrusion.
- Any security or surveillance measures provide security to protect students without compromising their privacy.
- Students have satisfactory sleeping accommodation.
- Students have adequate and adequately private toilet and washing facilities.
- Students have access to a range of recreational areas.
- Students are given reasonable protection from safety hazards.
- Students are suitably accommodated when ill.
- There are arrangements to ensure that student's clothing and bedding are adequately laundered.
- Students can buy food and personal requisites while accommodated at college.
- The welfare of students placed by the college in lodgings is safeguarded and promoted.
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short stay basis.

Standard 36 (36.1 - 36.8)

Student residential accommodation (including sleeping and living areas), and other accommodation provided for students, are appropriately lit, heated and ventilated, suitably furnished, accessible to any students accommodated who have disabilities, and adequately decorated, cleaned and maintained.

Key Findings and Evidence

Standard met?

2

Student residential accommodation throughout the campus comprises domestic dwelling houses and each is lit and heated in keeping with properties of this style. Disabled students could not be accommodated without adaptations being carried out. Overall, the furnishings were suitable for the purpose although greater attention to the provision of dining room furniture could lead to a better community spirit in each house as well as fulfilling the obvious need of providing somewhere comfortable to eat.

Students do travel significant distances between their accommodation and many of the facilities available, (e.g. it is ¼ mile from the main building to the nearest bus stop), but many of the students also own their own transport.

Standard 37 (37.1 - 37.6)

As far as is practicable, students' residential accommodation is reserved for the use of those students designated to use it, and protected from access by the public.

Key Findings and Evidence**Standard met?****2**

The student houses are as secure as any domestic dwelling although there is public through traffic to the front of the East Drive properties. The college is adding to the external lighting to increase safety and security although it was also pointed out that the introduction of net curtains would also increase privacy from passers by. Facilities on campus do not enable unauthorised access to the students.

Standard 38 (38.1 - 38.4)

Any security measures, provision of security staff, and CCTV or other surveillance equipment on college premises contributes positively and effectively to student safety and welfare, but does not compromise or intrude upon their reasonable privacy.

Key Findings and Evidence**Standard met?****3**

The college does not use CCTV equipment but there is a member of security staff on patrol until 11.00 p.m. and the local police can be relied upon to respond quickly when summoned. It is suggested that the security officer makes himself known to the students or wears clearly identifiable clothing to ensure that he is not mistaken for an intruder.

Standard 39 (39.1 - 39.11)

Student bedrooms are suitably furnished and of sufficient size for the accommodation and needs of the students accommodated.

Key Findings and Evidence**Standard met?****3**

Student bedrooms were personalised by the occupants and appeared to be clean and suitably furnished. All students have their own bedroom. As detailed in standard 36 (above), students are accommodated in domestic dwelling houses. Students confirmed that they were adequately heated and ventilated and that each bedroom door was lockable. The provision of curtains and net curtaining needs to be reviewed.

Standard 40 (40.1 - 40.5)

Adequate toilet and washing facilities should be readily accessible to students, with appropriate privacy.

Key Findings and Evidence**Standard met?****3**

Toilet and washing facilities in each house are adequate for the needs of the occupants. And none of the students is disabled. Students confirmed that there is a suitable supply of hot water.

Standard 41 (41.1 - 41.5)

Students have access to a range and choice of safe recreational areas, both indoors and outdoors.

Key Findings and Evidence**Standard met?**

3

In the main complex, there is a fitness centre with a good range of equipment. There is also a common room that has comfortable seating, a pool table indoor tennis, darts and a television set (that can be used to play video or DVD). Externally, students have access to the 'Astroturf' pitches and the playing fields. Students have access to their own bedrooms at all times.

Standard 42 (42.1 - 42.7)

Indoor and outdoor areas used by, or accessible to, students are free from reasonably avoidable safety hazards.

Key Findings and Evidence**Standard met?**

2

The gymnasium is only available to students if there is a supervisor available for safety purposes.

Outside lighting is being upgraded and the inspection team suggested a suitable location for an additional freestanding streetlight in East Drive. Road surfaces are pitted and could cause a trip hazard at night. There are mobile 'phones in each of the houses for use in an emergency.

Standard 43 (43.1 - 43.2)

Suitable accommodation and care area available for the care of students who are ill.

Key Findings and Evidence**Standard met?**

3

There is a first aid room in the Housekeeper's office, which is well equipped for the purpose. There is a 'holding facility' for one student at a time. This has a wash-hand basin and there are toilets located nearby. However, this is intended as a short-term facility as students who are unwell would either go home to recover or be taken to hospital.

Standard 44 (44.1 - 44.4) Adequate laundry provision is made for students' clothing and bedding.		
Key Findings and Evidence	Standard met?	3
The college has provided a laundrette facility in one of the main buildings and students can obtain the key to this facility from the reception (where they can also obtain tokens for the machines).		

Standard 45 (45.1 - 45.2) Students are able to purchase basic foods and minor necessary personal and stationery items while accommodated at college.		
Key Findings and Evidence	Standard met?	3
In the refectory, there are vending machines available to students to purchase drinks and snacks. The refectory also sells minor necessary personal and stationary items.		

Standard 46 (46.1 - 46.10)

Any lodgings arranged directly by the college to accommodate students under 18 provide satisfactory accommodation and supervision, are checked by the college before use, and are monitored by the college during use.

Key Findings and Evidence**Standard met?**

9

The college is not arranging lodgings at present.

Standard 47 (47.1 - 47.5)

Any off-site short-stay accommodation arranged by the college for any of its students provides satisfactory accommodation and supervision, is checked by the college, where reasonably practicable, before use, and is monitored by the college during use.

Key Findings and Evidence**Standard met?**

9

The college does not use short-stay accommodation off site.

Lead Inspector	Marian Byne	Signature	_____
Second Inspector	Angela Dalton	Signature	_____
Locality Manager	Robert Kittle	Signature	_____
Draft Date	06/05/04		_____
Final Report Date	03/06/04		_____

PART C LAY ASSESSOR'S SUMMARY

(Where Applicable)

A Lay assessor was not present on this occasion.

Lay Assessor	Not applicable	Signature	_____
Date	_____		

D.1 Principal'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 27th and 28th January 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

A copy of the provider's response can be obtained from the Area Office.

Action taken by the NCSC in response to Principal's comments:

Amendments to the report were necessary

NO

Comments were received from the provider

YES

Principal's comments/factual amendments were incorporated into the final inspection report

Principal's 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

YES

Note:

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

D.2 Please provide the Commission with a written Action Plan by 21st May 2004, which indicates how recommended actions and advisory 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 Principal's Action Plan at time of publication of the final inspection report:

Action plan was required

YES

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: <enter details here>

D.3 PRINCIPAL'S AGREEMENT

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

D.3.1 I , Peter Harrison, of Oaklands College 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 recommended actions made and will seek to comply with these.

Print Name	<u>P G Harrison</u>
Signature	<u></u>
Designation	<u>Acting Principal</u>
Date	<u>20th May 2004</u>

Or

~~D.3.2 I , Helen Parr, of Oaklands College, 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:~~

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Print Name	<u></u>
Signature	<u></u>
Designation	<u></u>
Date	<u></u>

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