



Making Social Care
Better for People

inspection report

Further Education College Or Boarding School
for Pupils aged 16+

Myerscough College

Myerscough Hall

Bilsborrow

Preston

PR3 0RY

7, 8 & 9 February 2005

Commission for Social Care Inspection

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

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

The role of CSCI is to:

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

Inspection Methods & Findings

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

The 4-point scale ranges from:

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

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

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

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

COLLEGE INFORMATION

Name of College

Myerscough College

Address

Myerscough Hall, Bilsborrow, Preston, PR3 0RY

Tel No:

01995 642222

Fax No:

01995 642333

Email address:

Mailbox@myerscough.ac.uk

Name of Governing body, Person or Authority responsible for the college

Myerscough College

Name of Principal

Professor John Moverley

Name of person responsible for welfare and accommodation of students under 18

Garry Wilkinson

Is the Establishment a Boarding School whose pupils are all aged over 16?**CSCI Classification**

Futher Education College

Type of college

Futher Education College

Date of last welfare inspection:

Date of Inspection Visit		7th February 2005	ID Code
Time of Inspection Visit		10:00 am	
Name of CSCI Inspector	1	Mr Stephen Trainor	077468
Name of CSCI Inspector	2	Mr Kevan Royston	079347
Name of CSCI Inspector	3	Mrs Lillian McMullen	078483
Name of CSCI Inspector	4	Mr Wesley Cornwell	079135
Name of CSCI Inspector	5	Mrs Monica Farrimond	077473
Name of CSCI Inspector	6	Mr Graham Robinson	076687
Pharmacy CSCI Inspector	7	Mr Simon Hill	133858
CSCI Business Support	8	Mrs Ruth Mullins	102625
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.		NA	
Name of Establishment Representative at the time of inspection		Mr Garry Wilkinson Mr Robert Kay	

Introduction to Report and Inspection

Inspection visits

Brief Description of the college and of accommodation for students on site and in any lodgings arrangements

Part A: Summary of Inspection Findings

What the college does well in accommodating students under 18

What the college should do better in accommodating students under 18

Conclusions and overview of findings on accommodation of students under 18

Notifications to Secretary of State

Implementation of Recommended Actions from last Inspection

Recommended Actions from this Inspection

Advisory Recommendations from this Inspection

Part B: Inspection Methods Used and Findings

Inspection Methods Used

1. Welfare Policies and Procedures

2. Organisation and Management

3. Welfare Support

4. Staffing

5. Premises

Part C: Lay Assessor's Summary (where applicable)

Part D: Principal's Response

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 Commission for Social Care Inspection (CSCI) 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 CSCI in respect of Myerscough 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

Myerscough College has been established at its present site in Bilborrow near Preston since 1969. At the time of this inspection the College was providing an environment supporting 239 students between the ages of 16 - 18. Seventy five (75) students were female with the remaining one hundred and sixty four (164) male students. Students are accommodated in 7 separate residential units that are appropriately separated by gender and age. All students have twin bedrooms and access to key staff on site 24 hours a day seven days a week. The College does not organise any off site accommodation for Students.

The Mission Statement outlines the aim to provide high quality education and training together with research and advisory facilities for rural and land based and related industries in the community that it serves. The College has diversified its activities tremendously since the original days when it was referred to as 'agricultural training college'. Full and part-time training is now provided in a vast range of subject areas from foundation level up to bachelor of science/arts degrees. The full range of courses on offer are outlined on the College website and the Myerscough Further Education Prospectus. Typical subject areas being studied by students participating in this inspection process included equine studies, animal care and management, floristry, arboriculture, horticulture, landscape and creative design, motor sports, blacksmithing and metalworking, and diplomas in sport and leisure.

Myerscough's Statement of Principles and Practice clearly define college aims and objectives. These include the need to offer a welcoming and friendly environment, which is healthy, safe and promotes freedom of access, equality of opportunity and encourages individuals to develop to their full potential. Specific to the residential students described as 'living in the heart of a rural community' the aim is to provide high quality accommodation, care and welfare throughout their time at the College. A key objective of the College in achieving stated aims is to put into practice a dedicated residential services team capable of liaising with academic, support and management across the college. The ability to work in collaboration with others in implementing effective policies and procedures is recognised within this Statement.

The College on the evidence of this inspection is clearly capable of establishing a residential environment that fosters learning, self-development and esteem and respect for others. Staff are supported by well thought out policies and procedures that continue to be developed through ongoing review.

PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

This was the first inspection of Myerscough College by the Commission for Social Care Inspection (CSCI) since the introduction of the Further Education Colleges National Minimum Standards and subordinate Regulations effective from April 2002.

Preamble: The lead Inspector with responsibility for the College has liaised with the College's residential management staff over an 18-month period prior to the inspection. The Inspector acknowledges the full cooperation that was provided from key staff Garry Wilkinson and Robert Kay in allowing a suitable inspection programme to be developed. The Inspection methodology used for this inspection by the Commission for Social Care was developed in conjunction with College staff enabling a clear focus and detailed investigation on all welfare issues covered within National Minimum Standards.

The Inspection Team consisted of 6 experienced inspectors including a specialist pharmacy inspector and a member of the Business Support Staff employed at the Commission. This enabled all aspects of the College's practice, management and organisation to be scrutinised objectively. The College's management, organisation and responsive practice were found to be capable of providing a high quality of service for each student.

The collective view of the Inspection Team was that the College was clearly fulfilling its statutory obligations in a constructive and positive manner.

The Inspection Team acknowledges the extremely positive findings reported within this report when considering it to be the first inspection by the Commission. Strategic planning is evident on every level of the College's operation. An experienced and settled team of highly motivated staff have brought a great deal of continuity to the lives of the students. Staff and management demonstrated a comprehensive awareness of policy and procedures during interviews. Practice observed was to a high standard enabling a high quality College and residential experience to be gained by each student. Staff members were found to be well supported through induction, supervision, and access to training and personal development that were all found to be managed efficiently. The Inspection Team viewed the working relationships between all levels of staff to be positive. Job and employee specifications clearly highlight staff's roles and responsibilities. Work expectations are made clear. From discussions with staff 'work pressures' appeared to be manageable. The Inspection Team identified the increasing demands placed on catering staff in the temporary absence of a catering manager. A recruitment exercise was taking place at the time of this inspection to fill the post.

Suitable thought has gone into developing college welfare policy and procedures in line with National Minimum Standards. Both staff and students were found to be familiar with College 'rules and expectations'. Welfare policies and practice when discouraging under-age drinking and substance abuse are well developed and in the main remain successful. College records are produced to a professional standard and were found to provide a factually accurate account of the events of any particular day. Recording systems are advanced and

are maintained in both hard copies and within computerised records. Quality assurance measures include periodic checks being carried out on the records. Objective comments and recommendations being made are responded to quickly. Monitoring systems are suitable.

The Inspection Team received confirmation from students that guidance being provided on arrival and leaving the College is to a good standard. Students also confirmed that they could access relevant information via College intranet. Effective support was also found to be provided by a qualified nurse in relation to medical treatment, first aid and the management of health and personal problems. Students reported that they were comfortable talking to the nurse who was always prepared to listen and advise.

The College premises and the residential accommodation were found to be satisfactory meeting Further Education National Minimum Standards. All students under the age of 18 are aware that they will be expected to share a bedroom. Health, safety and security around the campus are taken seriously in the attempt to reduce risks to the student's welfare. Any observable hazards would be quickly removed. A coordinated response to maintenance was evident. Students reported that security staff and the availability of wardens meant that the community remained safe.

The Commission received many positive comments from individuals and departments that support the College. Each department that responded stated that they had no concerns about the College or the manner in which it was operated.

Feedback From Questionnaires: Inspection methodologies, mainly through the use of questionnaires, were used to seek the views and opinions of students and their parents. The Commission was very pleased with the response with 87 parents and 121 students taking time to complete and return survey questionnaires. There were many positive comments received as well as some areas identified by parents/students that needed further investigation. The Inspection Team analysed the opinions expressed to identify and categorise the most common views. Many of these views were taken into consideration in influencing the design of the inspection programme and the range of Inspector activities undertaken throughout the visit. Findings have been generalised before being commented on throughout the main body of this report. Some specific parent views are commented on later on in this report within FE Standard 18. Some opinions expressed by students are covered in more detail in FE Standard 12.

The Inspection Team would like to thank the staff members that took time to complete questionnaires. Comments are included within FE Standard 30.

The Inspection Team did not identify any single view that would require further investigation.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

It would be fair to state that a seamless response is evident at the College that is capable of responding to the requirements of each Further Education National Minimum Standard. The residential management team is not content with providing a 'standard response' to students' welfare and educational needs preferring to work towards providing a high quality service for each student. Observations confirm that this has been achieved. Management have been responsive with practice capable of meeting virtually all the Further Education National Minimum Standards.

This inspection report contains few recommended actions and advisory recommendations. This does not amount to any significant shortfall within the Colleges operation.

Staff Recruitment Checks (FE Standard 34) and Adult Access to Student Accommodation (FE Standard 35) both refer to personnel files needing to contain evidence of enhanced CRB clearance checks being obtained for all staff. The Inspection Team discussed the need to apply for checks at the time that recruitment occurs. With the newly improved function of the Criminal Records Bureau it should be possible on most occasions to obtain disclosures ahead of staff commencing their first shift. The Inspection Team was assured that ongoing efforts are being made in an attempt to improve the present recruitment and selection systems operated at the College.

The College should include the contacts details of the Commission within its records. This is directly relevant to parents, staff, and students if they wish to make a complaint directly to the Commission (FE Standard 5). The College 'Whistleblowing' policy should also include the Commissions contact details (FE Standard 8.8). General advice provided is for College policy on bullying to include measures to prevent bullying (FE Standard 2.2).

College plans to create a 'sickbay area' would provide an additional level of service for those students that cannot travel home if ill.

The continuing improvement and development of student's residential accommodation through a rolling programme of redecoration and refurbishment needs to continue. Common rooms within the residential units should be improved further. The Inspection Team are aware of the planned expenditure for 2005 – 2006.

This inspection report also highlights the need to continue evaluating the catering provision at the College in an attempt, if possible, to meet the diverse food preferences of the students.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

When viewing the welfare provision for students under 18 at Myerscough it is evident that a settled team of highly motivated staff have brought a great deal of continuity to the lives of the Students. The organisation and management of the residential accommodation was found to be managed efficiently contributing to the positive findings of this inspection.

The Inspection Team viewed the working relationships between all levels of staff to be extremely positive. The spirit of cooperation that was prevalent throughout this inspection was an extremely positive feature clearly demonstrating the College's commitment to further improving the residential experience being provided at Myerscough. All staff and management were found to be open to suggestions. The Inspection Team was encouraged with the 'whole' College response being taken. The achievements to date when viewed against National Minimum Standards are complimented.

In total the Inspection Team interviewed 16 staff members and received completed questionnaires from 87parents, 121students & 23 staff. Visiting professionals, agencies and departments that provide support to the College also provided many comments. Comments were generally positive relating to safe working practices and satisfaction with how the College operates. Specific questions and concerns raised by parents/students through survey questionnaires were investigated and are generalised throughout this inspection report. The main body of the report provides comment on areas that need to be addressed or improved further. The context in which the comments are made recognise the need for action to be taken whilst allowing a reasonable operational timescale to achieve this.

There were no matters that were highlighted as having the potential to cause a significant risk to the students. The important role that risk assessments provide in supporting practice at the College are recognised and have been developed to a good standard. Any identified hazards to health and safety are quickly eliminated. The need to establish full and satisfactory personnel records for all staff at the College is reiterated.

The findings from this particular inspection are illustrated below to provide a clear overview of the College's successes to date. The 4-point scale below provides a brief overview of the findings from this inspection on the 47 Further Education College National Minimum Standards. This overview clearly illustrates the high quality of practice, management and organisation at Myerscough College.

4 - Standard Exceeded	(Commendable)	14 Standards
3 - Standard Met	(No Shortfalls)	27 Standards
2 - Standard Almost Met	(Minor Shortfalls)	4 Standards
9 - Standard Not applicable	(Not applicable)	2

Practice at the College is meeting each student's reasonable physical, security, personal, and emotional needs. It is evident that welfare practice is taking into account the students age, characteristics and wishes providing support and guidance as needed to enable students to develop normally for the future and for their fulfilment in the present. **The College was found to be fulfilling its statutory obligations in a constructive and positive manner.**

NOTIFICATIONS TO SECRETARY OF STATE

Is Notification of any failure to safeguard and promote welfare to be made by the Commission for Social Care Inspection 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:

Not Applicable

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 is the first inspection to Myerscough by CSCl	

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	FE3	<p>The Commission provided the college with some advice in relation to the wording of the child protection policy. Once changes have been made it is advisable to submit the child protection policy and procedures for consideration and comment to the Area Child Protection Committee Coordinator.</p> <p>The College should continue to access training for all the staff that have a direct role with the residential students under the age of 18.</p> <p>The newly appointed senior designated person for child protection at the college needs to make herself known to students.</p>	1 July 2005

2	FE34	<p>A Criminal Records Bureau check at the highest level must be obtained as part of the recruitment and selection of all staff members.</p> <p>Offers of appointment must be subject to the satisfactory completion of Criminal Record Bureau Checks and satisfactory references being received.</p> <p>FE Standard 34.6 refers to all adults who after April 2002 begin to live on the same premises as students (for example adult members of staff households) but are not employed by the College, there be a verifiable Criminal Records Bureau Check completed to standard level.</p> <p>FE Standard 34.7 refers to the College needing a satisfactory system for carrying out checks on agency staff that have regular contact with young people under 18. Alternatively management must ensure that there is not substantial unsupervised access. The College is permitted to accept CRB checks carried out by employing agencies. Verification of these should confirm that they have been carried out within the past 12-months.</p> <p>Any 'Host family Scheme' if operated, would need to follow suitable vetting procedures that include Criminal Record Bureau checks.</p>	1 July 2005
3	FE35	The College should not allow any member of staff to have regular contact with students under 18 unless the Criminal Records Bureau has satisfactorily checked the staff member.	1 July 2005
		“The College must provide an action plan dealing with how and when recommendations numbered 1 - 3 will be met”	

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	FE2	College policy relating to bullying should be developed further to include guidance on measures to prevent bullying.

2	FE5	<p>It is advised that a centralised record be maintained for monitoring purposes relating to serious complaints and their outcomes.</p> <p>Standard 5.3 requires that students and parents be informed by the College of how they can contact the Commission for Social Care Inspection. The Commissions name and address should be added to complaints procedure.</p>
3	FE8	<p>Standard 8.8 needs to be viewed by the College's management. Policy should include details of the Commission for Social Care Inspection if staff wish to report any concerns directly to the Commission. This response forms part of the 'whistleblowing' guidance that needs to be issued to staff.</p> <p>College management are advised to look at the 'raw data' provided via survey questionnaires in identifying possible further developments to the organisation and management of the residential provision.</p>
4	FE12	<p>Based on the number of negative responses (parents and students) on the quality of food being provided it is advisable to provide more frequent consultation or more innovative ways to look at 'student catering needs'. (The Inspection Team acknowledges the good work through consultation and surveys that has already taken place).</p>
5	FE13	<p>All persons identified to the students need to have been subject to Criminal Record Bureau Checks (FE 13 .5). (Also referred to in FE Standard 34, staff recruitment and checks on other adults)</p>
6	FE21	<p>College residential management are reminded of the list of records (FE 21.1) that need to be monitored.</p>
7	FE22	<p>Based on students responses indicated within survey questionnaires the Inspection Team advise that the subject of 'food' continues to be discussed on a regular basis</p> <p>The Inspection Team would support work in identifying whether the existing catering facilities at the College are at their capacity. Proposals for another catering outlet would appear to be sensible.</p>
8	FE30	<p>The Inspection Team would support plans for all staff connected with student welfare to receive ongoing/ updating training relating to student protection.</p>
9	FE40	<p>Maintenance priorities should ensure that all toilets/ shower cubicles remain fitted with fully operational locks.</p> <p>Maintenance to be vigilant to any decrease in water pressure that could lead to a rise in water temperature at the point of delivery or showers being inoperable.</p>
10	FE41	<p>The Inspection Team would support plans to improve the general appearance of some of the common rooms located within the living units.</p>

11	FE43	The Inspection Team would support the idea of creating 'sick bay' accommodation for the time when students are ill.
		“The College must provide an action plan dealing with how and when advisory recommendations numbered 1 – 11 will be met”

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	YES
• Fire Service	YES
• Environmental Health	YES
• Other Inspectorates	YES
• College Doctor	YES
• Independent Person or Counsellor	YES
• Chair of Governors	YES
• DfES (if a school)	YES
'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	YES
Early morning & late evening visits	YES
Meal taken with students	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Answer phone for student comments	NO
Visit to Sanatorium	YES
Visits to lodgings	NO
Individual interview with student(s)	NO

Date of Inspection	07/02/05
Time of Inspection	09:00
Duration Of Inspection (hrs.)	171
Number of inspector Days on site	21

COLLEGE INFORMATION

Overall Age Range of Residential Students:

From

16

To

18

Number of Residential Students under 18 at time of inspection:

BOYS

164

GIRLS

75

TOTAL

239

NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS

7

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 CSCI 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?

4

The College has a written Prospectus, handbooks and supporting policies and guidance that accurately describe what the College sets out to do for students as well as the manner in which services are to be provided. All areas to be addressed as outlined within Standard 1.2 are addressed. All policies were presented prior to the inspection enabling close scrutiny of the contents. Inspectors individually checked the wording of policies and guidance to establish their accuracy against Further Education Colleges National Minimum Standards. Besides a few advisory comments the policies are acknowledged as being to a good standard.

From observations of practice, comments made by staff, pupils and parents via survey questionnaires it is clear that everyone is familiar with College documents. Hard copies are provided or made available at the point of application/introduction or can be accessed via College intranet/internet sites. Throughout the course of the inspection there were many examples to illustrate that pupils, parents and staff were clear of the Colleges welfare principles.

College policies are reviewed regularly enabling them to remain factually accurately and up to date so as to reflect the actual College practice.

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?**

3

Students expressed confidence in the warden system who had a presence to deter most occasions when bullying could arise. The warden system was also reported to provide support in countering bullying with many students stating that they would be confident to approach the wardens if they had any concerns. The students discussed some positive illustrations of Warden support.

Students reported that wardens 'high visibility' had contributed to what they felt was a safe 'community'! Students confirmed that there are no 'initiation ceremonies' intended to cause pain, anxiety or humiliation.

The College has information relating to the many forms of bullying that can occur. Staff were clear on the actions to take to respond to reported or observed bullying. College policy should be developed further to include guidance on measures to prevent bullying. The parent questionnaire survey highlighted that many were not aware of the measures at the College to prevent bullying. The Inspection Team are satisfied that a safe environment continues to be maintained when relating to the number of incidents that occur. Bullying in any form or shape will not be tolerated at Myerscough.

Questionnaires returned by 121 students indicated the following response to the question 'are you being bullied or harassed at the College at the moment'?

- No I do not get bullied or harassed at all 81; I hardly ever get bullied or harassed 21; I sometimes get bullied or harassed 14; I often get bullied or harassed 4; I am bullied and harassed most of the time 7.

Percentage of residential students under 18 reporting never or hardly ever being bullied:

84

%

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's policy and procedures have been produced in line with Local Area Child Protection Committee policy and procedures and the National Minimum Standard for the Accommodation of Students under Eighteen by Further Education Colleges. All College policies are made available to the Students and their parents as well as being accessible on College websites. Following discussions with the students the Inspection Team were fully satisfied that easy access is possible to all appropriate College records. The management systems operated at the College are transparent and easy to follow. The work to date is acknowledged as being well coordinated.

The Commission provided the college with some minor advice in relation to the wording of the child protection policy. It was also felt appropriate to share a 'cue card' used by the commission to highlight good practice matters with the senior designated person for child/student protection at the College. The new senior designated person needs to make herself known to students.

The Commission also felt it advisable to submit the child protection policy and procedures for consideration and comment to the Area Child protection Committee Coordinator. The inspection confirmed that the College is committed to continually reviewing its policies and procedures.

The College should continue to access training for all the staff that have a direct role with the residential students under the age of 18. The college has previously accessed training by the key Lancashire Education Authority child protection coordinator. Training records are maintained showing which staff had received child protection training. Further and ongoing training are being planned to enable all staff to gain a comprehensive awareness. The College Counsellor and the Chaplain are to be included in future training.

Discussions with staff and management indicated a good awareness of procedures, and indicated appropriate actions would be taken in line with these procedures should the need arise. Practice outlined recognises the need to report any potential incidents and allow the Area Child Protection Committee Coordinator to determine whether an investigation will be necessary.

The Inspector was informed that there were no current ongoing child/student protection issues affecting the College.

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?

3

Students are aware of the code of conduct both within the College campus and within the surrounding community. Written guidance given as part of their enrolment explains behavioural expectations. From the observations made during this inspection the systems as viewed are known to all and are implemented in practice effectively. The Community Policeman also visits the College in the first month following student enrolment to reiterate the 'student code of conduct'. The Inspection Team observed exemplary behaviour from the students throughout the course of this inspection.

Records are maintained relating to significant sanctions against students. No unreasonable or excessive sanctions were identified. 66% of students when responding to the survey question 'are punishments give out fairly at the College' stated that they were. Students, during discussions, clearly explained the disciplinary policy and in its simplest form the use of a yellow and red card system. The students were clear on the major misdemeanours that would result in an automatic, red card, suspension or exclusion. The Students also felt that it was fair to complete jobs such as litter picking to revoke any yellow card that they had for minor misdemeanours. All this information is outlined within guidance provided to the students. Parents confirmed, through the questionnaire survey that they were made aware of the disciplinary policy.

One parent commented - **'My daughter is very happy at the College and knows the rules. I haven't had any problems and I believe the College has a good balance of discipline and allows the young people some freedom'**.

Another comment received by a parent stated that – **'He thought that there could be more discipline in residential buildings regarding noise levels in the evenings'**.

A small number of records were viewed relating to Wardens actions needed to physically intervene in breaking up conflict/fights between students. The actions that were taken were deemed to be suitable.

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?**

3

The College has an appropriate policy on responding to complaints from students and their parents. This policy is publicised throughout the College, is available on the intra/internet, and is being made available to parents. 86.2% of parents stated that they were familiar with how to make a complaint. The students were confident that if they had a complaint it would be taken seriously. Students identified a range of people that they could go to if they were worried including chaplain and independent counsellor.

A satisfactory response was observed to be taken place in response to complaints. All complaints when received are channelled to the various directorates within the campus. These are then actioned accordingly. Information presented for inspection showed that a coordinated response had been taken to serious complaints.

Following discussions and further observations on records the following advisory recommendations are highlighted to further enhance existing practice.

The Inspection Team is aware that the College has a quality assurance team who periodically monitor how individual complaints have been dealt with. Information and data being produced have highlighted some areas for further improvement. From records observed there has been the occasional delay in responding to some complaints. The Inspection Team discussed the need for improved centralised monitoring. Each department head should be providing a written acknowledgement of the complaint. Any investigative work should be carried out within the predetermined timescale as defined by College policy. A written notification of the outcome of any investigation should also be evident. This Standard is marked as being met based on the work that had already been undertaken to identify gaps in records being produced. The valuable role of the 'quality assurance team' is acknowledged.

Standard 5.3 requires that students and parents be informed by the College of how they can contact the Commission for Social Care Inspection. The Commission's name and address should be added to complaints procedure.

From the information presented on complaints no serious welfare concerns were highlighted.

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

 X

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

 X

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

 X

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

 X

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?**

4

The College has and follows an appropriate policy on countering major risks to health including underage drinking, substance misuse and obscene materials. The Inspection Team were provided with policies and guidance that would meet with the requirements of FE Standard 6.

Based on comments and concerns expressed by parents a key focus for this inspection was to scrutinise the effectiveness of staff practice and their ability to implement policies on countering underage drinking. The design of the inspection programme allowed for many opportunities to check stated practice both within the College campus and within the surrounding community pubs and shops. Findings warrant that this Standard be exceeded.

Under no circumstances will alcohol be knowingly sold to students under the age of 18. The College has liaised with local hostelrys to ensure that identification is requested for any students attempting to purchase alcohol. Students are required to carry identification at all times. Notices are displayed prominently within College bars and community pubs and off licenses to discourage students. It is felt that all reasonable measures are being taken to ensure as far is practical that current laws on the purchase and consumption of alcohol are adhered to. Students confirmed that they were clearly aware of the code of conduct in respect of the purchase and consumption of alcohol.

The local police officer provides training to the College staff in relation to identifying different types of drugs and issues relating to substance misuse. Students can gain access to nursing advice and advice booklets as part of the Colleges general response to the management of health and personal problems. Students confirmed that 'some of the information is useful'! Attempts are made to ensure that student notice boards are maintained with the latest advisory information.

The Inspection Team is aware that a comprehensive induction programme, supported by written information is provided for all new students. Induction clearly explains expectations in this particularly important area.

The following raw data was collected from the parent survey. When asked whether the College would do the right thing to prevent underage drinking 85% were satisfied with the response to date. 93 % of parents were confident that the College was managing/preventing drug misuse. 94 % of parents were satisfied with the response being taken to preventing access to pornography.

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?****3**

The health records contained relevant information that was provided by the parents and students, this information was usually obtained on the first day of attending the College when students were given the opportunity to register with the local GP practice that the College had established a formal relationship with.

A registered nurse is employed for 20 hours a week, this is funded partly by the College and partly by the Primary Care Trust. The records kept by the nurse outlined all treatment given and a brief medical history of the student. More detailed information was available off site at the registering GP practice, electronic communication is expected to be set up in the near future allowing immediate and direct access to the medical notes.

The records seen contained emergency contact numbers and any relevant "health issues" that staff may need to be aware of. The employed nurse retained all the medical records in a lockable facility and only provided health information to staff on a "need to know basis" ensuring patient confidentiality is maintained.

Evidence was seen of students with special health needs having appropriate input and support from the employed nurse. At the time of inspection all students were self-medicating, the staff were only involved with the ordering and collection of their medication. The nurse stated that confidentiality of these prescriptions was maintained as far as possible.

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?	4
<p>All students know the management structure. It was pleasing to receive many reports on residential management and wardens being approachable, supportive and available. Many students identified that the Myerscough campus was an interesting and safe place to be. One student commented that 'there is a very good community feel about the place with most people very happy to be here and there being very little trouble'.</p> <p>A clear management structure exists for the management of the accommodation and welfare of students under 18. Lines of accountability are clearly indicated with staffing structures, job descriptions and employee specifications. Key management staff Garry Wilkinson and Robert Kay are fully accountable for the management and delivery of residential services for students. With support of other residential staff and the backing of the College Principal and the Board of Governors these services have been developed to a good standard. The hard work should be acknowledged.</p> <p>The development of policies and written guidance at the College has already been singled out (FE Standard 1) as being to a good standard. Specific checks carried out by the Inspection Team confirmed that there is a disciplinary policy in existence that was understood by all staff spoken to. Also the Inspection Team was satisfied that College policy would ensure staff practice would 'explicitly report to a senior official of the college any concerns or allegations about college practices or the behaviour of colleagues, which is likely to put students at risk of abuse or other serious harm' (FE Standard 8.8). The College is reminded that it should include details of the Commission for Social Care Inspection in any policies or documentation provided to staff that necessitates the making of any formal complaint. There is no known reason to suggest that College practice relating to 'whistleblowing' by staff does not provide protection from retribution or disciplinary action if staff complain in good faith.</p>		

Standard 9 (9.1 - 9.3)		
The college is capable of satisfactorily managing crises affecting students' welfare.		
Key Findings and Evidence	Standard met?	3
<p>Health and safety risk assessments and identifying hazards within the campus are all routinely undertaken. The College has a committee of representatives capable of coordinating a response to any health and safety crisis. Health, safety and security is recognised as an evolving process that will constantly need to be reviewed to ensure that practice remains up to date with new guidance that is constantly being issued.</p> <p>Management at the College have produced many policy statements in response to a wide range of practice issues that come under a health and safety heading. Inspection of recordings and interviews with key staff provided practice examples/evidence that the established systems are suitable to coordinate a response in an emergency. Discussions relating to 'emergency situations' included dealing with the death of a student in residence, armed robbery, bomb threats and dealing with a serious fire in residence, serious allegations or complaints or significant accidents. The College also has procedures available in the warden's handbook for dealing with crises affecting students.</p>		

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
<p>At the time of the inspection the College was providing residential accommodation for 239 students. 75 female students and 164 male students under the age of 18 were resident within 7 separate living blocks. All residential units are twin roomed. There is no major discrepancy in the quality of accommodation and facilities for different genders. All accommodation provided for students are of similar quality and provides the same level of facilities.</p> <p>Observations made during the time spent at the College provided suitable evidence that the organisation of the residential units operates satisfactorily and provides appropriate protection and separation of boarders by age and gender. Rules relating to visiting different residential blocks are made clear to all students. Students involved in discussion groups with the Inspection Team felt that these rules were sensible.</p> <p>Each residential unit has been the subject of risk assessments to ensure living environments remain as safe as possible. The College's response to risk and hazard reduction is well documented. Suitable door and window security protects against unauthorised entry. The living accommodation of Wardens is central within each residential unit allowing appropriate supervision as well as adding to security.</p>		

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**

Discussion with students, observation in college bar and sports facilities as well of records produced on previous activities/trips undertaken at the College were satisfactory to mark this Standard as met.

The Inspection Team was satisfied that the following occur routinely at the College:

1. Plenty of choice of activities on and off campus. Information displayed on boards around campus confirms this. Students are fully informed of activities prior to enrolment. This is important if there is a restriction on the numbers that can attend.
2. Students have reasonable access to all College facilities including sports facilities. Students were found to be aware of extra charges, sometimes levied, to use these resources. The Inspection Team observed students pursuing their hobbies and interests throughout the course of the inspection.
3. There is evidence of weekend activities taking place. Students are provided with reasonable choices/options to occupy their spare time. Suitable risk assessments are undertaken on activities/outings provided by the College staff. From discussions with the students the Inspection Team were informed that some students do not wish to join in some of the activities provided preferring to simply 'chill out' or pursue their own interests with friends.

Students views collated from a survey questionnaire are presented below. The questionnaire posed the question 'Are there enough activities for students at the college'? The following answers illustrate student views.

- Yes there are plenty of activities I like 19
- Yes there are enough activities I like 20
- There are only just enough activities I like 44
- No, there are not enough activities I like 31
- No there are hardly ever any activities I like. 20

Standard 12 (12.1 - 12.3)**Students under 18 are consulted over accommodation and welfare provision.****Key Findings and Evidence****Standard met?****3**

From discussions with students it is clear that they are being consulted with on appropriate matters. Students were found to be familiar with issues affecting them personally, within the residential units and the wider College campus. Students were also found to be familiar with pertinent issues affecting the management and organisation of the School. Student surveys form part of the College's general practice when seeking views and opinions. The data collected is shared with the students as well as being used to inform future decisions or prioritise expenditure. The students confirmed that they were being listened to by management stating they thought management was approachable and felt something would normally be done, if practical to do so. Recent and ongoing changes have been made to improve catering arrangements.

Student's views are also listened to during formal council meetings. Each student has a personal tutor along with the support provided by key staff from the residential management team.

The following comments were collected from feedback from students via questionnaires. Views and opinions highlighted by students could be helpful to identify/support future developments at the College. 121 questionnaires were returned. Please note that students on occasions did not provide answers to every question.

Students commenting on privacy in bathrooms – Very good privacy, 20; Reasonably private, 34; Just about private enough, 45; Not very private, 17; no privacy, 4.

Students commenting on privacy in toilets – Very good privacy, 11; Reasonable privacy, 60; Just about private enough, 40; Not very private, 9; No privacy, 7.

Students commenting on punishments being given out fairly – Always given out fairly, 17; Almost always, 27; Most of the time are given out fairly, 36; 10 Students indicated that there are no punishments for students. Punishments are often unfair, 22; Almost always unfair, 12.

Are there enough activities? 73 or 60% of the students indicated that they were satisfied with the choice and range being provided.

How easy is it to make a telephone call? 95% of students confirmed that they could make a call without asking permission. 38% felt that conversations could be overheard.

What is the food like at the College? The student response to this question was – Usually very good, 2; Usually good, 11; Average, 33; Usually poor, 42; Usually very poor, 38. The Inspection Team advise more frequent and innovative consultation relating to students catering needs. (This ties into FE Standard 22)

From the comments that were made the Students clearly indicated that the College is operated fairly and that they are aware of College rules. It is not possible at present to provide histograms of national averages from other Further Education Colleges. The Inspection Team notes students predominately positive comments.

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?

3

The information provided within the student survey data reveals that students have a number of people, both at the College and at home, which they can turn to with any personal or welfare matters. Students are not restricted in the choice of person that they can speak to. The College Tutor system provides additional support to that being provided within residential units by management and wardens. The Inspection Team is satisfied, based on survey data and discussions, that the Colleges policy on staff and outside support is being implemented effectively in practice. The pupils have access to staff of both genders

FE Standard 13.4 requires that the College identifies at least one person outside the academic and residential management staff at the College whom students may contact directly about personal problems or concerns at the College. The student handbook contains information on how to contact an independent counsellor as well as other outside contact numbers that could provide support to students. The Inspection Team made contact with the independent counsellor who provided a clear account of the role being provided. The College attempts to ensure that the counsellor or a named person be available 7 days a week. The counsellor can be contacted out of hours when necessary. Tutors, without impinging on confidentiality, will when appropriate, refer their concerns about students to the counsellor. The College Chaplain was seen to spend time mixing with the students and the counsellor. Both attend Student inductions. The Inspection Team also acknowledges the important role that 'Household' staff play in supporting the students on a day-to-day basis. Students were found to value the supportive role that many of these staff provide.

The College management is reminded that all persons identified to Students should have been subject to Criminal records Bureau checks. Key staff demonstrated their knowledge in relation to confidential information and confirmed that the College has a policy on confidentiality.

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?

3

The nurses response and relationship with students plus guidance that is available to students relating to personal, social, health and relationship education is acknowledged as being well coordinated.

Pharmacy Inspectors Comments. The nurse employed by the College provided first aid and general healthcare advice on a daily basis, outside her normal working hours designated first aiders provided this service. This was recognised by the College and a program of training was in hand to ensure wardens would receive appropriate training in the future. Medical treatment was provided by the local GP practice that students were encouraged to register with when entering the college, appropriate consent was obtained during the admission process. The local emergency dental surgeon would provide dental treatment.

It was evident that students were supported and advised appropriately on general health matters by the employed nurse and the local GP. Appropriate health education literature was seen around the College and the employed nurse provided direct advice on sexual health, smoking cessation, breast cancer awareness, weight management and a healthy lifestyle. Records were made by the nurse for all first aid and medicines administration, it was noted that the records for medicines administration should be more detailed and should include the name, strength and dose of medicine administered. Appropriate records were seen of first aid administered by the nurse. Any first aid given by the staff must be recorded clearly and promptly. Policies were seen for emergency health problems such as communicable diseases and suicide risk, staff had formal training on this at the beginning of every year.

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?	3
----------------------------------	----------------------	---

Students that are ill are supported in their own bedrooms, it was recognised that the students shared bedrooms, which is clearly not ideal for a person that feels ill. The students had twenty-four hour telephone access to the wardens on duty for help although it was recognised that no direct personal care could be given. Students were generally encouraged to return home if they could not look after themselves.

The Inspection Team was informed that possible future provision could include a dedicated medical centre/sick bay where students could be cared for separately. There is no requirement for this at present. This would exceed the requirements of this Standard.

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?	4
----------------------------------	----------------------	---

The arrangements in place and the quality of the service as observed to be provided by the qualified nurse warrants this FE Standard to be marked as exceeded. The nurse continues to work hard to create a culture and an environment where students are comfortable and confident to approach medical staff. The students made many positive comments during discussions singling out the role provided by the nurse and her 'being easy to talk to and definitely approachable'.

When entering the College students are encouraged to sign up with the local medical practice. This enables the employed nurse to identify any specific medical needs that the students may have. It was evident that the staff would then be informed of any health issues that they might need to be aware of such as diabetes. On admission to the College a general health questionnaire is completed by the student, which again would help identify, any specific health needs.

At the beginning of every College year staff are given training sessions on how to identify students that need emotional support particularly those that may be at risk of suicide. The employed nurse stated that students who were identified as "at risk" were supported with appropriate counselling and all interested parties including parents, teachers and wardens were alerted to the problem. Access to qualified counsellors was available three days of the week and evidence was seen of this being well advertised around the College.

Students that are homesick had access to the counselling and nursing service although it was recognised that many students would not be particularly forthcoming. The College is encouraged to continue to develop systems that identify students that are homesick and find new ways of supporting and encouraging them.

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?**

3

Myerscough College is committed to achieving equality of opportunity for all of the people who study and work at the College and has policies and procedures in place. Policy statements include:

- Equality and Diversity Policy
- Disability Statement
- Harassment and Bullying Statement
- Race Equality Policy.

All the above information is provided to students as part of their induction to the College.

The Inspection Team is aware that the College has successfully provided learning differences training and access to courses for young adults with a disability. Written documentation entitled 'Myerscough College Welcomes Students with Learning Differences' shows the College's commitment to provide the widest possible learning experiences. The College's management have developed parts of the residential units to support students with a disability. Observations made by Inspection Team members acknowledge the design of these units as being suitable in meeting a wide range of students needs.

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**

Residential students can contact their parents in a variety of ways, which includes telephone contact (access to telephones at all times) via e-mail and by post. 95% of students confirmed that they could make a telephone call without asking permission. 90% of parents thought that students were 'easily able, and encouraged, to keep in touch with home'.

Many students are only resident Monday through to Friday returning to their parent's addresses at the weekends. It is possible for parents to visit the College without making prior arrangements, however it is preferred that prior arrangements are made. 96% of parents indicated that they had visited the College. Of these parents 56% said that they visited quite often. Some parents specifically commented on the courtesy residential staff afforded to them. Parents were satisfied that they can meet their siblings in private if needed.

General questionnaire feedback from parents.

It was felt appropriate to provide the following comments collected from feedback from parents via questionnaires. Views and opinions highlighted by parents confirm that effective communication has been established. In this context the Inspection Team views this as a three way process between, students, parents and residential staff/management.

- 100% of the parents questionnaires returned indicated that they were satisfied with the care being provided at the College. This figure represents 42% being very pleased, 47% being quite satisfied. The remaining 11% of parents felt that welfare provision was okay most of the time.
- 93% of parents indicated that the staff at the College are good at letting them know about things that had happened to their sons or daughters.
- 97% of parents confirmed that they had been provided with written guidance telling them how the College will meet the needs of resident students.
- 95% of parents confirmed that they had received information relating to college rules and disciplinary measures.
- 86 % knew how to make a complaint to the College.
- 75 % of parents stated that they were aware of the steps that are taken at the College to ensure students are safe from harm. 85 % of parents felt that the College was doing the right thing to prevent underage drinking. Comments received also showed that 93% of parents were satisfied with the response to substance abuse and 94% satisfied with the response to limiting access to pornography.

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
<p>Each student has a bedroom, which is lockable and each student has the responsibility of keeping safe his or her own key. Student's individual rooms provide a suitably secure place to keep personal possessions and valuables safe. During the course of this inspection it was not evident that the College had any problem regarding theft of personal property.</p> <p>A cash-dispensing machine allows students to withdraw money when required. There is a charge levied for using this facility. The local post office can also be used for money transactions. Students pay for all their meals in advance negating the need to carry large sums of money.</p>		

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?	4
<p>The Induction process followed for residential students was found to be coordinated effectively. Induction is clearly set out within College documents. All students that came into contact with the Inspection Team members confirmed that they had been suitably supported when they joined the College. Students reported that staff were approachable and very helpful during induction allowing them to manage the transition to 'College life' without any unnecessary anxieties.</p> <p>The students felt that they were provided with suitable age appropriate written guidance to support the induction process. The Inspection Team was pleased to find that students were fully aware of the materials contained within this guidance. Discussions assured the Inspection Team members that the students had been able to comprehend expectations and rules of the College quickly. The students appeared to accept the arrangements that are in place for them. General college materials, posted on the intranet/internet remind students of expectations whenever they log on. The design and layout ensures that all materials can be accessed/navigated easily.</p> <p>All staff involved with the residential living units including house staff and wardens support induction processes. The College Principal, academic (learning mentors) and vocational staff as well as the local community policeman ensures that a consistent message is delivered throughout this process. The induction process is recognised as starting from the point that the initial enrolment referral is made.</p>		

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?**

3

Each section manager has the responsibility for undertaking risk assessments for activities undertaken with students. The estates manager has the responsibility for monitoring and reviewing risk assessments. Based on the Colleges status as the largest land based college and the amount of potential risks associated with amongst other things agricultural equipment this is an area that is taken very seriously and has been evolving over many years. The sheer amounts of information available relating to risk identification and management and reduction of risks and hazard identification warrant that this Standard be met. The College remains vigilant in identifying and reducing risks to students' welfare.

The full range of records that need to be monitored by a senior member of the College staff are outlined within FE Standard 21.1 and Appendix 2 of the Further Education Colleges National Minimum Standards. At the time of the inspection there was evidence that some monitoring of these records was taking place. Quality assurance measures at the College were establishing how effective these measures had been previously. Under FE Standard 5 relating to the complaints response it was suggested that a central log be used to monitor the response taken including acknowledgment of the complaint, investigation of and providing writing confirmation on complaint outcomes. General advice provided is repeated again to ensure that all the information can be readily accessed.

The Inspection Team remains satisfied to mark this Standard as met based on the previous actions taken by the College's management in response to observed concentrations and trends in college records.

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

This is an area in which the College has undertaken its own 'customer service satisfaction survey'. These findings were shared with the Commission and are similar to the raw data that was provided from the Commissions own survey question relating to catering.

Only 37% of the students felt that food at the College was average or above average. Parents were asked the question 'Do you have a view about the quality of the food provided at the College? 12 parents commented that they didn't know what the food is like. 12 parents felt that it is nourishing, plentiful and that there was choice. 63 parents indicated that from what their son/daughter had told them that the food could be better. One parent provided the following comment - '**A little disappointed in the variety of healthy meals**'.

Based on the number of negative response (parents and students) on the quality of food being provided it is advisable to provide more frequent consultation or more innovative ways to look at 'student catering needs'. The Inspection Team acknowledges the good work through consultation and surveys that has already taken place. It may also never be possible to please all students with the variety, choice and quality of food being prepared.

Efforts being made to further improve catering at the College are acknowledged. Student suggestions have been previously responded to and in the opinion of some students been improved. One student explained that more salad items had been requested and these were provided. A female student also informed the Inspection Team, that she was a vegan and felt that after discussions with the catering department she was now being provided with a good variety and choice of foods. The College attempts to promote healthy eating and is seen to provide students with information on healthy food options. The Inspection Team is satisfied that any areas highlighted from the most recent catering survey undertaken by the College will be addressed.

The Inspection Team would support plans to review the working conditions and the resources that are available to the catering staff. When looking at the many thousands of meals that need to be prepared on a daily basis it becomes evident that the College has grown considerably whilst catering resources have possibly not developed at the same rate. The demand on the catering department should be reviewed. There is a recognised 'strain' on the main catering/kitchen responsible for preparing many thousands of meals for staff and students on a daily basis. An appointment is to be made to the post of catering manager. This should provide extra support. The Inspection Team is aware that an additional food outlet is being considered. The College catering staff discussed how they would coordinate a response to any special dietary needs.

The meals that were eaten by the Inspection Team were considered to be satisfactory. Students have a reasonable choice of main dish at main meals, including vegetarian choice. Fresh fruit is made available. The dining area has furnishings that are suitable. Mealtimes are spread throughout the day to fit in with student's courses. There would appear to be sufficient time at mealtimes, taking into account any necessary queuing time for students to finish their meals properly. Some students commented that their course requirements sometimes lead to limited time to get to the evening meal.

The management of mealtimes was observed to be incident free during the inspection.

Records observed indicate that staff involved with food preparation are receiving some training. Environmental Health reports are responded to. There are no significant outstanding areas of concern.

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

Evidence by discussion with students and observations.

1. Tour of the campus, inspectors observed numerous vending machines, which are available for use 24 hours. The campus also has its own shop and 3 catering outlets.
2. Drinking water is available in all residential accommodation.
3. Drinking water is available throughout the day.
4. Facilities available in the student common rooms in all residential accommodation, e.g. microwaves, kettles, refrigerators are provided to enable students to prepare hot and cold snacks and drinks. Risk associated with kettles and toasters within bedroom areas have been identified. Personal appliance testing occurs on a regular basis. Students are instructed on how to remain safe within the kitchen environment. It is acknowledged that the students need to take more responsibility in ensuring that they leave these areas clean. Fridges within common rooms were observed as being clean to prevent the risk of food poisoning or cross contamination.

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?

3

Contact with the local Fire and Rescue confirmed that there were no concerns with the fire precautions in place at Myerscough College. The College is inspected against the category of risk that it falls into according to Fire and Rescue Department protocol. Periodic inspections occur. It is the Colleges general practice to address, as a priority, any requirements and recommendations that are made. Records presented highlighted that past requirements and recommendations made by the Fire and Rescue Department had been responded to appropriately.

All student accommodation has a fire procedure notice available for the attention of students. Notices are also available in the common room. Documentation seen confirmed fire extinguishers were being checked weekly, fire alarms and emergency lighting is serviced regularly. Student induction includes some discussion on the fire precautions and practice drills.

Records were available to demonstrate risk assessments in relation to fire risk and fire precautions had been completed as required under the fire precautions (Work Place Regulation 1999). Documentation was also observed confirming regular, at least once per term, fire drills are carried out.

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

It is apparent from discussions with boarders that they have reasonable free time each day alongside any other major demands on their time. The College attempts to achieve the correct balance between education/courses, structured activities and students' free time.

It is evident that an individual response is being taken by the College staff to ensure that there are no onerous demands on students. This is evident when looking at the programmes of study being pursued by agricultural students who can on occasions need to study/work long hours.

Agricultural students confirmed that:

- When on early morning duties they are given a break to enable them to have breakfast and a drink.
- That they 'usually' have sufficient time for meals. Students identified that if they were working away from the college a packed lunch could be organised.

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?**

3

This Standard is not fully applicable. Myerscough only takes students on courses provided by the College.

The Inspection Team provide the following foot note for the College to consider:

Myerscough would be deemed to accommodate young people other than its own students if the College or any member of its staff as part of their work for the College, is responsible for looking after them during their stay at the College. Visiting students staying in College accommodation, even accompanied by their own staff, should be regarded as 'temporary boarders'. This FE Standard does not apply where the College has let its accommodation to another organisation, which is itself responsible for looking after the students.

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?

3

The inspection confirmed that risk assessments are being carried out, and recorded in writing, in relation to identifiably high risk activities for students. Risk assessments are produced for all activities undertaken by students with a suitable level of supervision being provided. It is clear that staffing ratios are considered as part of any outings that are organised. The range of considerations that are discussed before an outing takes place forms the basis of a suitable risk assessment.

Staff are provided with guidance on transportation and supervision of students on activities away from the College. Documentation seen confirmed the College was taking reasonable measures to minimise unnecessary risk of welfare and health and safety of students. Senior staff at the College will always be advised of high-risk activities to consider their suitability ahead of any permissions being given. It is the College's general policy to obtain parental permission in advance for students to participate in identifiable high-risk activities run by the College or arranged by the College with other groups or organisations (FE Standard 27.6).

The Inspection Team discussed and was satisfied that College practice would carry out checks on qualifications and licensing under the Adventure Activities Licensing Regulations if relevant to do so (FE Standard 27.7).

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?**

4

The Colleges management has developed the warden system over the past few years and now employs a sufficient number of full time wardens to provide adequate cover on site 24 hours a day. Wardens can be located on each residential unit. Student wardens also provide a monitoring and lesser supervisory role. From observations it is clear that these wardens are being suitably deployed to provide the necessary support and supervision to students under 18. There is evidence of induction being provided for all wardens as well as student wardens who have some basic responsibilities. Suitable written guidance has been established clearly outlining roles and responsibilities.

Two student/inspector discussion groups reflected on the role that wardens provided. All students were extremely positive about wardens and were in agreement that they were highly visible, were friendly, approachable and necessary to keep the campus safe. They also recognised that on occasions wardens would be unpopular when they had to respond to boisterous or unruly behaviour. All students at the discussion groups agreed that the wardens provided a valuable role. All students had access to a warden duty list for names and times of availability.

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.
- Students are looked after by staff following clear residential and welfare policies and practice.
- 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?

4

It was the Inspection Teams view that there was a good number of staff available at non-teaching times to provide good levels of cover and support to students. Wardens were found to be confident and competent in carrying out their duties. It was noted that the warden provision, the number of wardens employed, by the College goes beyond the expectations of this Standard. Feedback from students regarding the levels of warden supervision was extremely positive with a number of students stating that they felt safe within the campus. The staff group supervising residential students includes both genders and is made up of mixed age group. Students indicated they were approachable and prepared to take issues highlighted to them seriously. A high proportion of staff was found to hold a first aid qualification. The College management are reminded that a qualified first aider should be available at all times (FE Standard 29.4)

Wardens have up to date lists of the students that should be sleeping in each residential unit at night. These lists are cross-referenced with signing in sheets used to establish student movements. Regular 'headcounts' are made throughout the day and night. Protocols established if students are found to be missing were found to be suitable to prompt the necessary actions and phone calls to establish students whereabouts.

The inspection confirmed:

- That there are satisfactory arrangements to cover staff sickness and absence.
- That the College was found to have good policies and procedures that underpinned the student's safety in organised trips away from the College campus.

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

Job specifications for staff with welfare responsibilities were found to be in place on their files. These were wide ranging and provided a full description of their duties. Clear arrangements were found to be in place for supervision of ancillary and contract staff. Induction training programmes for all staff was found to be underpinned with the message to safe guard and promote the welfare of residential students at all times. Induction training programmes were in place for all staff whether it is ancillary or welfare based staff. As well as informal supervision a staff appraisal system was found to be in place for all staff to take place on an annual cycle.

The College management was looking at improving the range, where suitable, of training courses that are open to wardens. Creating a greater skills base in the warden team has obvious benefits. The Inspection Team acknowledge that the FE Standards there do not stipulate training requirements for wardens. The College is responsible for determining, through effective recruitment and selection, the competence and suitability of staff.

The Inspection Team would like to thank the staff members that took time to complete questionnaires. 23 completed staff questionnaires were returned. It is important that all staff have the opportunity to contribute towards the inspection. The questionnaires enable those staff not present to comment on the management and organisation at the College. Comments made by staff members assured the Inspection Team that management support including access to training, personal development and supervision was being coordinated consistently.

The following generalised staff comments are included:

- 22 staff members commented that they received a lot of support and guidance. 1 staff member felt that they received quite a lot of support but would like more support.
- 21 staff members highlighted that they had received training in student welfare and protection. All staff was confident that they could carry out a risk assessment.
- 23 staff members felt that they were familiar with College policy relating to the welfare of students in accommodation. **Based on the consistent practice observed throughout this visit the Inspection Team would agree.**
- 100% of the staff members were confident that they knew what the Colleges student protection policy required from them. **The Inspection Team would support plans for all staff connected with student welfare to receive ongoing/ updating training relating to student protection.**
- 100% of the staff indicated that they were aware of the College policy on countering bullying.

- 100% of the staff felt that they knew what the College rules were and the consequences for students breaking them.

The staff continue to support the Colleges stated aims and objectives in a constructive manner under the leadership of Garry Wilkinson and Robert Kay with the support of a developing staff team.

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?

4

A full range of policies and procedures has been produced. All have recently been reviewed and updated in accordance with Further Education National Minimum Standards.

There has been a clear emphasis in producing policies and supporting guidance as outlined within Appendix 1 of the FE Standards. Staff consistently demonstrated that they were aware of the contents of this guidance being competent in its implementation in many practices observed. The Inspection Team make many references within this report on staff competence and the ability to deliver good quality welfare practice.

Staff have easy access to up to date guidance within suitably formatted handbooks. This was supplemented by the College's intranet that had the full range of policies, procedures and guidance available. The guidance was practically based and emphasised measures needed to support the welfare needs of the students.

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?

4

Parental quote - **‘Residential services and course tutors are always very helpful, sympathetic and efficient in helping with problems. They are very approachable and genuinely willing to be of assistance’.**

Key staff demonstrated throughout this inspection that there are sound relationships between staff/student. The Students that came into contact with the Inspection Team confirmed that good relationships had been established. Positive comments made by students are included throughout this report. Communication between the staff and students appears to be effective.

The Inspection confirmed that all staff know their responsibilities and to whom they are accountable. Staff practice as observed was to a good standard. Many parents, via questionnaires, commented that they were satisfied with the care being provided at the College.

There are suitable systems in place to deal with any disagreements between staff and students.

Standard 33 (33.1 - 33.3)

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

Key Findings and Evidence

Standard met?

3

From discussions it is clear that staff would respect a student’s wish for privacy and confidentiality as is consistent with good parenting and the need to protect students. Procedural guidance is available relating to privacy and confidentiality that is clearly reflected in staff’s practice. Staff members were observed gaining access to student accommodation by knocking on doors and waiting to be allowed entry. From observations made by the Inspection Team supervision of students is by appropriate patrolling which is not designed to intrude on students personal space/bedrooms. The number of wardens and student wardens allows this task to be unobtrusive.

The inspection confirmed that procedural guidance is available to staff to make clear the circumstances when it will be necessary to search student’s possessions. Records are produced when any such searches are undertaken. The Inspection Team was satisfied that staff’s actions would not undertake a search of possessions or bedroom areas unless they had reasonable cause to do so. This would normally be related to health and safety, risk posed to staff or young people, illegal or dangerous items or the potential dangers of illegal substances. General practice would be to inform the students of the reasons why searches will be required. Students would also, when practical to do so, be asked to accompany staff on the search.

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?

2

The following guidance and recommendations are presented to improve the present systems:

Staff Recruitment and Checks on Other Adults (FE Standard 34) and Adult Access to Student Accommodation (FE Standard 35) both refer to personnel files needing to contain evidence of Criminal Record Bureau Clearance Checks (usually at the enhanced level) being obtained for every staff member employed directly by the College. Full and satisfactory information was not available on all the files viewed by the Inspection Team.

Shortfalls noted are as follows. Wardens, two commenced employment prior to CRB checks being received. College nurse - employed by PCT, no written evidence of a satisfactory CRB check being completed. Not a lot of co-operation by PCT or nurse to provide CRB therefore it is understood the College is undertaking its own CRB check. References: Not always receiving the two required references e.g. one warden with only one reference on file this not being from the previous employer. The College should include as part of the recruitment procedures approaching referees for verification of reference. It was noted that identity checks on files were missing. Shortfalls observed with the Colleges procedures relating to recruitment and selection was outlined to the Human Resources Personnel.

The Inspection Team discussed the need to apply for clearances at the time that recruitment occurs. With the newly improved function of the Criminal Records Bureau it should be possible, on most occasions, to obtain disclosures ahead of staff commencing their first shift. Offers of appointment must be subject to the satisfactory completion of Criminal Record Bureau Checks and satisfactory references being received. As stated these need to be verified.

A church related scheme that could provide host families for students left at the College at weekends was discussed. The Commission reiterates the point that any such schemes, if operated, would need to follow suitable vetting procedures that includes Criminal Record Bureau checks.

The vetting of visitors was found to be managed well. Identities are checked. Visitors' badges are issued. Supervised visits, when required, will be organised if outside contactors are working in areas used by students.

The following 2 specific issues are highlighted as needing to be built into College general practice:

- FE Standard 34.6 refers to all adults who after April 2002 begin to live on the same premises as students (for example adult members of staff households) but are not employed by the College, there be a verifiable Criminal Records Bureau Check completed to standard level.

- FE Standard 34.7 (when applicable) refers to the College needing a satisfactory system for carrying out checks on agency staff that have regular contact with young people under 18. The College is permitted to accept CRB checks carried out by employing agencies. Verification of these checks should confirm that they have been carried out within the past 12-months. Alternatively management can ensure that any unchecked staff do not have substantial unsupervised access.

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?

2

This Standard ties in directly with Standard 34. The College management are reminded that no staff (including ancillary staff, sessional/contract staff or volunteers) should have regular contact with students unless they have been satisfactorily checked with the Criminal Records Bureau.

The Inspection Team was satisfied that any adults (including outside delivery and maintenance/building personnel) would be kept under sufficient staff supervision to prevent substantial unsupervised access to students. All visitors have to check into the main reception areas to be issued with a visitor's badge. This system was viewed to working effectively at the time of this inspection. Visitors not displaying or whose passes were obscured were observed to be challenged appropriately.

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?	3
<p>At the time of the inspection the College was providing residential accommodation for 239 students under the age of 18. There are 7 residential units. Residential units are appropriately segregated into male and female units. The general appearance of each residential unit is satisfactory to mark this standard as met.</p> <p>Student residential accommodation was appropriately lit, heated, and ventilated and suitably furnished and decorated to ensure compliance with the standard. All rooms are cleaned daily and housekeepers report any maintenance required. There was no evidence student accommodation and furniture had been subject to significant vandalism, damage or graffiti. Maintenance was deemed to be suitable. Records assured the Inspection Team that the maintenance response is being determined by risk. For example broken windows would be replaced as soon as is practical.</p> <p>The layout and location of student sleeping, dining, recreational and teaching accommodation did not represent significant difficulties of access or travel between them to students. The Inspection Team saw evidence of refurbishment plans for the ongoing upgrading of student accommodation. There is a capital expenditure budget allocated to student accommodation each year. The Inspection Team was satisfied that efforts are being made to further develop and enhance the appearance of the residential accommodation used by Students under 18.</p>		

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?	4
----------------------------------	----------------------	----------

Student residential accommodation is used for the sole use of students and was protected from access by the public. There is a clear and appropriate College policy on access to college premises and students by people from outside the College, which is implemented in practice. All student accommodation has entrance door security locks as does each students residential unit. All locks were observed to be fully operational. Windows have restrictors in place. Wardens and night time security staff are deployed to make the campus as safe as is reasonable practical. Student's confirmed that they felt safe with the present arrangements.

A security cordon can be seen around the main residential units during the hours of darkness. Suitable lighting is evident in all the areas that students congregate in. With the night time security staff it is clear that every reasonable effort is being made to prevent or deter unauthorised public access to the students residential units. Members of the public do have access to other campus buildings, including the sports centre and gymnasium. Parking arrangements and times that these resources are open are sensibly managed. One student commented that her father had been impressed with the security arrangements when on one occasion he had come to the College to pick her up late at night. The father was waiting in his car near the reception area and was appropriately challenged by security staff. The security staff have radios and mobile phones to check and verify situations and when necessary summons support.

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?	4
----------------------------------	----------------------	----------

CCTV surveillance equipment is present on College premises contributing to the safety and welfare of students. This equipment is located so that it does not compromise or intrude upon reasonable privacy levels of students. These measures support the role of the wardens and night security staff.

Students commented that they had no concerns relating to safety whilst at the campus. The warden's rota is available on the intranet and notice boards for the attention of students. Telephone numbers are known or can be located by students should they need to contact security staff. Night security staff are available between the hours of 11pm and 4am. Wardens can also be contacted in an emergency. The Inspection Team tested the systems in place and was satisfied that security staff and wardens could be contacted in an emergency.

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
----------------------------------	----------------------	----------

The Inspection Team received many comments, both complimentary and on occasions critical on the standards and appearance of some of the accommodation and bedrooms. Many parents requested that there be more single occupancy bedrooms made available for students that don't want to share. This issue was highlighted to the college's management although it does not fall within the remit of this inspection. The arrangements for College accommodation are clearly outlined within its Prospectus and Handbooks.

The Inspection Team in taking many different perspectives into consideration are satisfied that student accommodation and bedrooms are 'satisfactory' (FE 39.1). The Inspection Team acknowledges plans for further expenditure on the student accommodation that will further enhance the appearance and comfort provided for the students.

Student bedrooms meet the size requirements as specified in the Schools Premises Regulations. The Inspection Team was satisfied that bedroom sizes also meet with the Accommodation of Students under Eighteen by Further Education Colleges National Minimum Standards. The student bedrooms are suitably furnished. All rooms are twin occupancy. All bedrooms had a window that could be opened for ventilation and had a satisfactory level of natural light. Curtains were provided which could be drawn at night. All students had access to a suitable surface for study with a satisfactory level of lighting. All rooms had a chair, bedside cabinet, electrical sockets that were sufficient in number and appropriately located for the electrical equipment. All had a safe source of heating, storage provision for clothing, storage or shelving for course and study material and a provision to keep personal items in a lockable drawer. Students have their own bedroom key. Sleeping areas had been carpeted. All bedrooms viewed had been personalised appropriately. No offensive posters were observed during tours of student accommodation. Students are required to provide their own bedding.

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

There are an adequate number of toilets and bathing facilities for the number of students accommodated. Bathrooms are well appointed with adjacent washing and drying facilities. The distribution of facilities both on a horizontal and vertical level within the residential units enable easy access for students. All cubicles were fitted with a lock, which was observed to be in working order. The students confirmed that maintenance would respond fairly quickly when locks are broken. Toilets and bathrooms were reasonable, clean and adequately ventilated. The comments made by pupils are that there is enough privacy when using toilets, showers or bathrooms.

Students have previously complained about poor water pressure in some sections of the accommodation. A response from maintenance was reported to have improved the situation. From discussions with the students it is evident that there is sufficient hot water for normal usage. The Inspection Team was also informed that there are occasions when all the hot water has been used. Students have identified extra demands on these facilities following sporting events.

Some of the accommodation in new build residential units has been designed to accommodate students with a disability. Many safety features have been incorporated into the design enabling students to lead 'as normal a life' as possible whilst studying at Myerscough.

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

The Inspection confirmed that:

- Students have access to a range and choice of safe recreational areas, which are both indoors, and outdoors. There were three bars available with pool tables, games machines and access to Sky television.
- A common room is available with television
- All residential units have an area where smoking is permitted.
- Each residential unit is equipped with facilities for making hot drinks and snacks.

A general advisory recommendation is to further develop the appearance of the common rooms within each of the residential units. These areas need to be made more attractive to encourage appropriate use therein. The resources within these areas include kettles, microwave and fridge. Student notice boards were observed with up to date information.

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?	4
----------------------------------	----------------------	----------

The Colleges response to health and safety has been commented on favourably throughout this inspection report. The response being taken at the time of the inspection would ensure that students are afforded good protection from safety hazards. The College has many policies that have been implemented successfully in practice. It is evident that there is an effective system of risk assessment and risk reduction, within written records on all parts of the college grounds, accommodation and activities. All risk assessments are kept under review.

Windows have been fitted with restrictors to deter access by intruders, for reasons of safety (risk of fall) or for prevention of injuries to passers by when open.

Standard 43 (43.1 - 43.2)
Suitable accommodation and care are available for the care of students who are ill.

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

Practice at the College is suitable to look after students with minor illnesses. College policy remains that student sickness would normally result in them having to be housed in shared rooms or going to their home address. The College has recognised that this is not ideal for students that live some geographical distance from the College. A range of options is being considered that could lead to 'sick bay' accommodation being provided in the future. This is above what needs to be provided under the present wording of the Standards.

Standard 44 (44.1 - 44.4)
Adequate laundry provision is made for students' clothing and bedding.

Key Findings and Evidence	Standard met?	4
----------------------------------	----------------------	----------

Based on the fact that 2 coin-operated launderettes are available to students this Standard is marked as being exceeded. Many of the students confirmed that these facilities are open to them, however many still tend to take their clothing/bedding home at the weekend.

The Inspection Team noted the high standards maintained in these areas during a tour of the accommodation. Two laundry areas are available with 7 washing machines and 8 tumble dryers in one laundry and 4 washing machines with 4 tumble dryers in the second laundry. All machines are coin operated. Students spoken to confirmed that there were no problems in accessing the facility. Facilities were in full working order. A poster was displayed showing a telephone number in case of mechanical breakdown.

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?**

4

The Inspection Team acknowledges the plan to provide a retail outlet for students has come to fruition with a new shop being opened at the beginning of the September 2004 term. The shop provides the vast majority of items that will be necessary whilst resident at the College.

The Shop has clear rules on the purchase and consumption of alcohol. These rules were observed to be implemented in practice. The Students confirmed that they were made aware of the rules as part of their induction to the College.

Evidence by observation and discussion with the students and staff working in the college shop.

1. Campus shop opening times were adequate to suit the student and stocked suitable supplies to meet the needs of resident students. This included food, stationery, toiletries and basic health needs.
2. Inspector noted that the campus shop opened during the evening to enable student to obtain items after studies had been completed.

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

Not applicable.

This Standard relates to lodgings arranged by the College other than those maintained on the College Campus. Myerscough College maintains its clear policy on guardians that being it is the parent's responsibility to appoint a guardian prior to joining the College. Information sent out to students and their parents clearly highlights this responsibility.

Management at the College confirmed that no long stay accommodation is organised by the College.

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

From discussions at the time of this inspection this Standard was deemed not to be applicable. No off-site accommodation was identified by the Inspection Team that was being used by the College.

The following general guidance is provided.

The full requirements of this Standard need to be considered by the College to ensure that students' welfare is safeguarded and promoted while/if accommodated away from the College. The Inspection Team had no reason to doubt management's ability to organise trips in accordance with the practical considerations outlined within this Standard.

This report notes satisfactions with the College's response to health and safety considerations. These being evident with all aspects of College practice. A written submission must be made to senior management prior to a decision being reached allowing any trip/activity to be undertaken. The increased emphasis on producing suitable risk assessments is recognised following some well-publicised incidents where school trips have gone wrong.

The advisory recommendation relating to Criminal Records Bureau checks being carried out on all adults is repeated.

PART C

LAY ASSESSOR'S SUMMARY

(Where Applicable)

Empty box for Lay Assessor's Summary.

Lay Assessor _____ **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 7, 8 & 9 February 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

We are working on the best way to include provider responses in the published report. In the meantime responses received are available on request.

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

Amendments to the report were necessary	<input type="checkbox"/> YES
Comments were received from the provider	<input type="checkbox"/> YES
Principal's comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/> YES
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	<input type="checkbox"/>

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 July 2005, 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	<input type="checkbox"/> YES
Action plan was received at the point of publication	<input type="checkbox"/> YES
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/> YES
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

D.3 PRINCIPAL'S AGREEMENT

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

D.3.1 I _____ of _____ confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the recommended actions made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

D.3.2 I _____ of _____ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____
Signature _____
Designation _____
Date _____

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

Commission for Social Care Inspection
33 Greycoat Street
London
SW1P 2QF

Telephone: 020 7979 2000
Fax: 020 7979 2111

National Enquiry Line: 0845 015 0120
www.csci.org.uk

S0000059709.V136070.R01

© This report may only be used in its entirety. Extracts may not be used or reproduced without the express permission of the Commission for Social Care Inspection



The paper used in this document is supplied from a sustainable source