



*Making Social Care
Better for People*

inspection report

FURTHER EDUCATION COLLEGE

Hartpury College

**Hartpury House
Hartpury
Gloucestershire
GL19 3BE**

Lead Inspector
Caroline Jones

Key Announced Inspection
29th January 2007 09:00 am

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Further Education Colleges*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

Every Child Matters, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life.

Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

COLLEGE INFORMATION

Name of college	Hartpury College
Address	Hartpury House Hartpury Gloucestershire GL19 3BE
Telephone number	01452 700283
Fax number	
Email address	
Provider Web address	
Name of Governing body, Person or Authority responsible for the college	Mr Malcolm Wharton
Name of Principal	Mr Malcolm Wharton
Name of person responsible for welfare and accommodation of students under 18	Mr Robert Lee
Age range of residential pupils	16 +
Date of last welfare inspection	24 th – 26 th November 2003

Brief Description of the College:

Hartpury College is a land-based college providing Further and Higher Education. It is situated on a 360 hectare site in the heart of Gloucestershire. The nearest large town in Gloucester, which is about 5 miles away.

It has land-based, equine, animal, sport and outdoor education courses. The college has expanded substantially in the last 10 years increasing student numbers and creating a range of new facilities including specialist teaching facilities and residential accommodation.

At the time of inspection there were approximately 310 residential students aged 16 – 18 on site. The college has total capacity for 798 residential students on campus and additional off site accommodation available only for students over 18. Both Further and Higher Education courses are available to non-resident students.

All accommodation used by students under 18 is purpose built; most accommodation has been built in the last 5 years and provides single rooms with en-suite shower rooms. The Catsbury accommodation, with space for approximately 79 students and used by students under 18 at the time of the inspection is approximately 30 years old and does not have en-suite facilities. Rooms on the second floor are designated as shared rooms although at the time of inspection not all of these rooms were occupied by two students. For the last two years, at the beginning of the academic year the college has used temporary 'portacabin' accommodation, although by the time of the inspection spaces had become available in other accommodation and they had been removed.

The Rudgeley Halls have been specifically designed for under 18 year olds and are set out in units each with 20 rooms. Each of the units for under 18's usually has a resident student warden.

Students under the age of 18 are not permitted by the college to self cater. They have their meals in the large refectory or other eating areas around the campus. Kitchens are situated in each accommodation block and equipped with a fridge, kettle and toaster. It was reported that all kitchens should also have a microwave although at the time of inspection this was not the case for all accommodation blocks. All students must take responsibility for all their own laundry and the laundry room had recently been refurbished.

On campus there is access to a separate common room for under 18's, counselling services, a part time college nurse, and sports facilities including an outdoor heated pool, a shop and plenty of space!

SUMMARY

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

This inspection took place over three days and involved two inspectors.

In addition the lead inspector met with the College Secretary and Student Services Manager in advance to discuss and plan for the inspection.

The inspectors visited the college one evening three weeks before the inspection to give students the opportunity to complete a survey questionnaire. There were 154 completed questionnaires received as a result of this exercise.

The parents of students were sent questionnaires and invited to respond to the CSCI. There were 153 completed questionnaires returned.

The college completed a pre-inspection questionnaire and managers self - assessment and provided copies of relevant college documents for examination.

During the course of the three day visit the inspector:

- Toured the campus
- Met key members of staff with roles and responsibilities relating to support of residential students
- Toured a sample of the residential units with students
- Met with groups of students
- Examined some records including recruitment files for new staff
- Sampled meals

Information gathered from all these activities and sources has been used to write this report.

What the college does well:

Hartpury College is forward looking and has expanded considerably in the last ten years providing a diverse range of specialist land based courses.

The College:

- Has comprehensive and effective information for managers, staff and students.
- Provides excellent support to students with health and specialist needs
- Has a good range of support systems in place for students including the student services team, counsellor, tutors and learning support staff
- Undertakes comprehensive Risk Assessment in teaching and living areas and student activities
- Has effective measures in place to counter harassment
- Offers students a good range and choice of meals

- Has staff trained in First Aid and the use of defibrillators
- Sets out clear behavioural expectations to students
- Provides good information and opportunity for 'taster' for prospective students
- Fosters and achieves good relationships between staff and students
- Provides students with a range of well maintained accommodation
- Has clear management and leadership of the residential provision with a strong commitment to the welfare of students
- Provides induction and continues training opportunities for staff concerned with student welfare
- Has effective measures to support and promote equal opportunities

What has improved since the last inspection?

The College was last inspected by CSCI in November 2003, the four recommended and three advisory recommendations made as a result of that inspection had received attention by the college.

In addition:

- There has been more student accommodation built and occupied since the last inspection.
- In addition to food being served in the refectory, food is also available to students at the farm and equestrian centre.
- Housekeepers have been employed to provide practical support to students in their accommodation units.
- Internet access has been provided to all student rooms providing an easy means of maintaining contact with families as well as being a benefit for academic studies.
- Accommodation blocks have electronic 'tag' access keys and surveillance cameras to give students a secure living environment.
- The laundry has been refurbished

What they could do better:

There have been recommended actions made in relation to ten of the standards as a result of this inspection. None of these raise serious welfare concerns.

Inspectors recommended that:

- The college nurse supervises any first aid or minor treatment, is told of any student accident and supervises anybody needing to stay in the sick bay.

- The college looks at access to health care support when the nurse is not working.
- That the college thinks about arrangements to tell parents if students are ill or have an accident.
- Some small changes are made to the Child Protection Policy and that new staff receive training about Child Protection as soon as possible after they start working at the college.
- The records about any complaints are more detailed, that it might involve an independent organisation if there was a major complaint and it includes in its procedures contact details for CSCI or Ofsted.
- That it keeps a record of false alarms of the fire alarm system where students evacuate their rooms, or it holds fire drills at night times.
- The lighting of the main drive and around the sports hall is improved and it contacts the Highways Authority, as there is no footpath from the college entrance to the main road.
- Some additional checks are made and recorded when recruiting new staff and there is a Code of Conduct for partners of staff who are resident on the campus.
- It continues to find ways to improve recreational activities for students at weekends including its plans for a new common room and organising and supervising recreational areas and activities.
- It reviews the number of staff and support to students available outside 'office hours'

Please contact the Principal for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

CONTENTS

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Recommended Actions identified during the inspection

Being Healthy

The intended outcomes for these standards are:

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

The Commission considers Standards 14 and 16 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to the college.

The college takes reasonable measures to protect students from under-age drinking, substance abuse and possession of obscene material. The college effectively respond to incidents of misuse reported or discovered.

Students can generally be confident that if they are ill or require first aid that help will be available to them, although some improvements could be made including arrangements outside office hours. Students with particular health care or personal problems will be well supported and have access to specialist help where necessary.

Whilst at college students have access to meals, which are sufficient in quality, quantity and choice and also food and drink outside main meal times.

EVIDENCE:

Procedures for accessing the college bar are clear to both staff and students. The college has safety measures in place for prevent access to inappropriate material via the college Internet. Staff Wardens and housekeepers have received training and guidance about illegal drugs. The rules regarding

alcohol, drugs and obscene material are clearly set out for students. The college discipline records confirm that breaches of college rules are dealt with and include an expectation to attend counselling or guidance in respect of repeated alcohol or illegal drug offences. Responses in questionnaires from parents confirm that they are satisfied (over 90%) with the measures taken by the college.

Students have access to the school nurse and appointments with the local GP practice via the Student Services Department. In addition there are staff trained in first aid in all areas of the college. However, the arrangements described did not include that any first aid and minor treatment given, be supervised by the trained nurse. The college nurse is not routinely notified of any reported accidents to students although it was agreed with the Health & Safety Officer that this could easily be put in place. Appropriate arrangements are in place for students to be taken to a hospital Accident & Emergency department where this is seen as necessary. The college health care arrangements are adequate during week-day 'office hours' but there is less support available to students outside these times or when the nurse is not working. There is potential for 'housekeepers' to have a greater role in supporting and monitoring students who are unwell. In the past two year the oxygen and defibrillator machines have been located in key areas of the college site and nominated members of staff in each area trained in their use.

The arrangements, described, to support students with ongoing health needs were good. All students have suitable lockable storage for any medication they may be prescribed. The college nurse is not involved in holding or administering any medication to students. Over the counter medicines can be purchased at the college shop.

Comments from students and their parents in questionnaires and during discussion indicate about care and support during illness were mixed, suggesting that there are some areas for improvement. Several comments from parents suggest that more could be done to address the wishes of parents to be kept informed of illness and/or accidents to their child whilst respecting the young persons' right to privacy. This is a particular dilemma where the arrangements for the care of students who are ill for any length of time is, in practise, that they return to their own home. There is a small sick bay available for use by anybody who is taken ill during the day. It would be more appropriate that supervision of anybody taken ill is by the nurse or, in her absence, a member of the Student services department.

Inspector noted examples of good practise in the support of students with health or personal problem. Where appropriate care plans have been drawn up and individual support arrangements set up. The general support provided by the Learning Support staff is a good initiative. The Student Services Department is a focus for general advice and support for all students although it only operates on weekdays and during office hours. Initiatives described by

newly appointed Student Support Officer such as developing a student 'buddying' system should be helpful for identifying and helping students who may be experiencing problems when they are at Hartpury. The college has a well used Counselling service including drop in sessions and system for informing students of and referring them to other local specialist services. Overall the Student support services may not have expanded sufficiently to meet the increased number of students now attending the college including adequacy of formal arrangements outside office hours.

The quality of catering provided to students is good. Food, with a range of choices is available to students in a variety of different locations. Food is well presented, offers suitable alternatives to meet dietary requirements and personal preferences. Menus seen indicated variety and attention to 'healthy eating' initiatives. A limited 'take away' service is available between 7 pm and 10pm when the main refectory is closed. Dining areas were pleasant and adequately supervised. The new equestrian centre will include additional catering provision and seating for 150 people. The responses in the 140 student questionnaire completed about food indicated that 60% rated the food between average and very good with the remaining 40% rating the food as poor or very poor. Parent survey responses were that 55% believed that the food could be better. There were comments from both students and parents that the refectory prices were high. The inspectors did not find evidence to support parent and student views about the quality of food and noted that the 'meal of the day' was reasonably priced.

In addition to the main food outlets there are drinks machines located around the campus including machines with 'healthy' drinks and snacks. All student accommodation units have kitchen equipped with a kettle, toaster and fridge. It was reported that all kitchens for under 18's should also have a microwave, although at the time of inspection this was not in place in some instances because equipment had been misused or 'stolen'. The college shop has a range of food on sale although some prices can be high.

Staying Safe

The intended outcomes for these standards are:

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

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

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

Students are protected from abuse, harassment and bullying by comprehensive policies known to staff and students and swift effective response to allegations.

Students are informed of College rules and how they should behave and can expect discipline measures to be used fairly and appropriately.

Students making a complaint have a clear procedure to follow and can expect their concerns to be taken seriously and responded to quickly. Some improvements in recording and independent involvement would enhance the college's management of complaints.

The college takes its responsibilities for Fire Safety seriously, following guidance from the Fire Safety Department, having Risk Assessments and safety precautions in place. Drills and occasional false alarms mean that students will normally be familiar with evacuation procedures.

The college takes comprehensive measures to ensure the safety of students is protected and safeguarded.

The careful selection and recruitment procedures used by the college protect students; some additional processes would increase safety.

The college has safety and security measures around the college and residential accommodation including electronic surveillance, which protects students without compromising their privacy.

EVIDENCE:

The College Harassment Policy is clear, setting out definitions of harassment and actions to be taken when it is reported to have occurred. The policy relates to both staff and students and it is repeated in the Policies and Procedures sent to students with their joining instructions.

Whilst only 30% of parents indicated in their survey responses that they knew what the college did to prevent bullying, students, with a few exceptions reported that they were never bullied. Specific comments in questionnaires from some parents, such as 'once we let the college know it was dealt with' 'act fast on reported bullying' and 'bully received severe warning' support the perception that the college bullying and harassment policy and response is generally effective. Members of staff in discussion talked about being alert to signs of bullying and familiar with college processes for reporting. There was no evidence of any inappropriate 'initiation ceremonies' occurring at the college.

From the information available there was no indication of any abuse occurring or having occurred at the college. The designated Child Protection Officer was clear about their role and had made contact with appropriate local agencies. The College Child Protection Procedures will, with some small adjustments, completely fulfil the requirements for a full and robust system. Members of staff with students care responsibilities were generally aware of child protection procedures although Child Protection training could be more timely.

In the first instance arrangements are to be put in place to include Child Protection in the Induction training for new staff. People with specific duties with under 18 including Student Wardens, Housekeepers, Student services staff and tutors should have also have more detailed Child Protection training.

The standard of behaviour observed from students was good. Students spoken to were aware of college behavioural expectations and the likely consequences for breaking the rules. 72% of students responded in their questionnaires that sanctions were average to very fair. Where students were less positive about sanctions their issues were about the timing of the night-time curfew, visiting and other restrictions placed on them as under 18's. Evidence from college statistics indicated that such incidents along with under age drinking are the most common breaches of rules. The clear and detailed recording of disciplinary measures confirms that the college follows its own procedures consistently. It was noted that there have been some instances where damage to college property has resulted in a group fine when no individuals have been identified as responsible. Whilst generally viewed by inspectors as unreasonable such sanctions are acceptable, in these circumstances, as the potential for such a sanction is included in information provided to students. Whilst the college has a policy on the use of physical restraint and some staff have attended 'door staff' training, which includes restraint there was no evidence that restraint has been used at the college.

The college Complaints procedure clearly sets out the process for managing any complaints made by students, their parents or other involved with the college. The procedure does not include the potential for involvement of an appropriate independent organisation in the event of major concerns or providing details of the Commission for Social Care Inspection (or Ofsted) in the event of a complaint concerning student welfare. The complaints process expects that, in the first instance, students would use the 'causes for concern' process. Parental questionnaire responses confirm that generally (81%) the complaints process is known. Ten comments from parents indicated some levels of dissatisfaction with the college complaints procedures. Discussion with students confirmed that they were aware of the complaints process. Complaints documentation seen at the inspection could usefully be extended to provide more comprehensive summaries of serious complaints their investigation and outcome.

Students' report and accident logs confirm that termly fire drills are held regularly around the college campus including in the residential accommodation. Students and staff reported that there are occasional false alarms in the residential blocks often during the night. The expectation for 'residential time' drills would be satisfied if false alarms are recorded, and students follow normal evacuation procedures. Otherwise, drills appropriately timed 'at night' should be taking place. There were reported to be no outstanding issues from the Fire Safety Officer. There was evidence that all fire safety equipment is checked and serviced in accordance with recommended

frequencies and suitable Fire Safety Risk Assessments have been written and reviewed.

The college stated that with the exception of students attending 'Taster Sessions' and current students; there are no other young people who are under 18 who use college accommodation. Taster sessions, which occur during half term breaks, are well planned and provide satisfactory arrangements to care for and protect visiting prospective students.

The college takes safety during High Risk activities very seriously and has thorough and well documented Risk Assessments and procedures for the main teaching areas of the college. Measures are in place to ensure adequate, suitably qualified and experienced supervision of event both during the college day and in the evening and weekends. All teaching areas of the college have staff suitably qualified to undertake Health & Safety Risk Assessments and a self assessment and auditing process by the Health & Safety Officer is in place. Health & Safety is a component of many of the courses undertaken by students at the college.

The college Health & Safety documentation is comprehensive and readily accessible to all staff. There is evidence of regular monitoring and assessment of the college site to protect students from avoidable safety risks. Routes to most of the remote areas of the site are well lit although there is no path or lighting from the main entrance. Inspectors noted that there are no footpaths alongside the main road beyond the college entrance and students would need to walk on this road if using public transport to and from the college. Discussion with student wardens highlighted the need for additional lighting around parts of the sports hall

The college has appropriate measures in place to protect student privacy. Where comments in questionnaires were made about privacy these mainly related to the lack of privacy afforded by the communal washing facilities in the Catsbury hostel. Staff and student wardens confirmed in discussions their understanding of the procedures to follow if accessing student accommodation. Whilst not explicit this procedure is generally applicable in the event of needing to search a students' room.

The college Human Resources department maintain thorough records of checks carried out during the selection and vetting of new staff. A sample of records confirmed recruitment checks in line with college procedures. To fully meet the requirements of the National Minimum Standards some small adjustments to the current procedures are needed. These are to ensure that any gaps in a candidates employment history are explored and documented; evidence of direct contact with referees to verify their reference; and evidence of contact by the college with each previous employer involving work with children, young people or vulnerable adults to check the reason the employment ended. It appeared that there are a small number of instances where there are resident

staff whose partner is resident and not employed by the college also. In such instances an extract from or modification to the Code of Conduct for staff should be provided for them as guidance.

The College has safety measures in place to prevent unauthorised adult access to students under 18. Records confirm that college ancillary and maintenance staff have had Criminal Record Bureau checks and that any other contractors or visitors are supervised. All college personnel both students and staff are expected to carry their identification card clearly displayed and to challenge people without authorisation or identification.

The use of CCTV and electronic door locks are in place to protect students and information from student confirms that they do not compromise privacy.

Enjoying and Achieving

The intended outcomes for these standards are:

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

The Commission considers Standards 13 and 17 the key Standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to the College.

At Hartpury College student have access to a range and choice of activities and recreation areas; it is seeking ways to encourage participation particularly for the under 18's, which may include having more staff available.

Whilst at college personal support to students is very good, although it could be extended to increase availability outside 'office hours' and to reflect the increased size of the college.

Whilst studying at Hartpury College students can be expected not to experience inappropriate discrimination from the college.

The demands of the different courses available to students are clearly explained in college literature. Early morning duties are an expectation for some students however this is carefully managed for students under 18.

EVIDENCE:

Hartpury College with its extensive grounds and sports facilities offer students a range of activities to students in their free time. Whilst responses from students about the range of students show a standard distribution and 70% of parents were positive about the range of activities on offer there does appear to be lack of activities for under 18 particularly at weekends. The college reports that additional activities have been put on for students in the past but take up has been poor. The college is already taking steps to improve activities to under 18 and has plans to build a new common room in the centre of the Rudgeley accommodation complex and a recently recruited Sports and Recreation Officer is working on ideas to encourage participation. The inspectors advised that successful activities require a degree of organisation and supervision.

The level of support available to students is very good. Students comments about their personal tutors included 'Tutors are lovely' and 'Very helpful and positive' The Student Services Department is well organised and a focus for a range of help to students. The counselling service is well used. They identify that young people do experience many issues when they are away from home for the first time. The 'Drop In' sessions provide an easy means of accessing counselling support. The Learning support staff identify, from application forms, any special needs prior to students commencement at the college these can range from sensory impairment to more generalise support needs. One excellent example demonstrated where a clear package of support was arranged with detailed liaison prior to course commencement, so that a student has been able to remain successfully in residence. Learning support classes, whilst having an academic focus, give some students valuable guidance and confidence. A co-ordinated approach to the support of more vulnerable students as described to be happening in animal care appears to be an approach that might successfully be adopted by other areas of the college. The college has developed extensive written information to students with useful telephone numbers available in their college handbook, with more extensive information via the college computer system and relevant posters and information around the college campus. Inspectors were impressed by the warmth and commitment from staff towards students. The college needs to build on this effective and successful service and further develop the support systems – particularly outside the main college day - and to reflect the increased number of students now being served.

College documentation confirms that equal opportunities and avoiding inappropriate discrimination are firmly embedded into the culture of the college. There is evidence that students with additional needs are well integrated into the college community. Appropriate support mechanisms are in place for students for whom English is not their first language. The provisions of a suitable place for Muslims to worship and providing alternative fire alarms for students with hearing problems are just two examples of how the college seeks to accommodate all students.

The particular demands of some of the college course, such as duties for students on equine course and agriculture students are clearly identified in information to students. The duties are carried out on a rotational basis. With the exception of some incompatibilities in sleeping patterns between students undertaking early morning duties and other there were no comments from students or their families that these duties are onerous, excessive or free time compromised.

As noted earlier students have a wide range of recreational areas at the college both indoors and outside. All accommodation units have a combined kitchen and common room, which are functional rather than homely. It was reported that their amount of use varies between groups. Both staff and students report that the facilities in some common rooms are 'abused' by fellow students, which may be linked to the limited level of adult presence in the units in the evenings and weekends.

Making a Positive Contribution

The intended outcomes for these standards are:

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

The Commission considers Standards 12 and 18 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to the College.

Hartpury College has systems in place and a commitment to students contributing to and consulted over the college and residential provision, although it has not been as effective in the past year.

Generally students maintain contact with their parents and families via mobile phones although the college does maintain some payphones.

Hartpury College students receive guidance, both on arrival at the college and in preparing to leave the college. Guidance for new students will be enhanced through developing the student warden positions and the proposed 'buddying' arrangements.

Relationships between staff and students are generally sound at Hartpury; recent incidents showing lack of respect for one another had received attention.

EVIDENCE:

The college does arrange opportunities for the views of students to be obtained although, comments from staff and students indicate that, the Further Education Student Council has not operated this year as effectively as in the past. There was evidence that all comments and suggestions made by the group receive a response, even when this may not be positive. Other means of consultation include course representative meetings, student affairs committee, questionnaires and surveys. The college may need to be more creative in the ways that the views of students are sought, as students appear to be happy to give their comments informally but are generally reluctant to participate in more formal consultation.

The college continues to maintain payphones around the college although for most students' mobile phones, emails and messaging provide the main means of staying in contact with their parents. It was reported that mobile phone signal on the campus is generally good. It was suggested that as there are signal difficulties with one network this might be highlighted in literature for new students. Responses in parent questionnaires indicate that they have visited the college and seen the residential accommodation. Comments from parents indicate some divergent views about contact from the college. Whilst it was confirmed that parents are informed of any significant disciplinary issues it would appear that major health and welfare issues may not be reported to parents. Fifteen parents indicated that they would appreciate 'more regular feedback' on their child's progress and development whilst at the college, in addition to the termly tutors' reports, which are provided for students.

The college provides a range of literature and taster sessions, which offer prospective students detailed information and guidance for their arrival. Student wardens should have a key role in this area although it was not clear that this had been fully exploited. The plans for a 'buddying' system for new students should enhance the support provided to new students. A number of courses include work experience placements for students and these along with other guidance and support provided by the college help students preparing to leave. It is a credit to the college that many further education students transfer onto its Higher Education Courses.

From observation and responses in questionnaires from both students and parents the relationships between students and staff are generally very good. Students and staff appeared at ease with one another. One area of concern was the number of recent incidents at the Catsbury Hostel where the behaviour of some students and resulting mess and damage indicate a breakdown of respect for staff and one another. The college was aware of incidents in the hostel and had taken disciplinary action in response to the damage and were considering what further action might need to be taken.

Achieving Economic Wellbeing

The intended outcomes for these standards are:

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

The Commission considers Standards 46 and 47 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to the College.

Hartpury College generally provides its students with a good standard of accommodation, which: is well maintained; has adequate and private toilet and washing facilities; and has a newly refurbished laundry. Plans for weekly cleaning will assist in maintaining the standard of accommodation. It makes reasonable arrangements to keep students and their possessions protected and safe.

The provision of a college shop and transport to Gloucester enable students to buy food and personal requisites as necessary.

EVIDENCE:

Residential accommodation for students is separated by gender and age. Students on reaching 18 are able, subject to availability, to move into accommodation for over 18's. There is some variation in the standard of student accommodation on campus. However, there is a consequential price differential, which is reported to be of assistance to some students.

Students all have locks to their bedroom doors, in addition to the electronic 'tag' lock to each residential block. The college Identity Card can also act as a debit card for purchases the college shop and food outlets. Students or their parents may receive itemised statements for purchases made on these cards. College records confirm that instances of thefts are investigated and where necessary firmly dealt with. Comments in questionnaires from students and parents do not suggest any significant issues with security of money and possessions for students at the college.

Student accommodation is generally of a high standard. It is well maintained, with maintenance issues promptly addresses. The newly built accommodation includes rooms suitable for use by a student with a disability. The college might wish to take note of some adverse comments about the level of soundproofing between rooms noted in the current accommodation if commissioning any further student accommodation. Responses in questionnaires, mainly from parents did include some negative comments about the standards of cleanliness particularly in communal areas. Plans outlined for weekly cleaning of all residential units, to include student rooms and en-suites should improve this issue. The use of an 'Everyday book' in each residential block for students to record maintenance issues helps in keeping the overall standard of accommodation.

With the exception of the top floor of Catsbury Hostel where there are shared rooms, all other student accommodation is in single bedrooms. Rooms are provided with a desk, shelving and storage. The heating, lighting and ventilation of rooms are, with the exception of Catsbury where temperature control is limited, satisfactory. Students report being able to personalise their rooms with posters and personal items and all rooms are redecorated on an annual basis. There were some negative comments made by students and their parents about the quality of mattresses.

With the exception of Catsbury all students have an en suite shower room. Responses in student questionnaires suggest that there are no issues with the supply of hot water for showers in any of the residential areas. The toilet and shower provision in Catsbury is sufficient for the number of students accommodated.

The college laundry had been refurbished shortly before the inspection. The room is now equipped with washers and dryers, 10 of each. Responses in questionnaires did not suggest any problems with the laundry, apart from fact

that there were no special arrangements made whilst the laundry was out of action for 12 days. Students in discussion reported that laundry is often taken home when they do not stay at the weekends.

The college shop offers a selection of basic food, stationary and personal items. The nearest shops to Hartpury College are in Gloucester; the college operates a minibus service regularly into Gloucester.

Management

The intended outcomes for these standards are:

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

The Commission considers Standards 1, 21, 29 and 30 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to the college.

The principles of the college, including the residential provision, are clearly set out in college documents, which are readily available and supported by comprehensive policies and procedures and other documentation for staff.

The college maintains records that appropriately safeguard and promote student health and welfare.

Leadership of the college is strong and effective, having a clear commitment to maintain good standards of care for students

Students and their families can be confident that: crises affecting welfare would be effectively managed; the use of risk assessments and monitoring of records contribute to student welfare; there are generally appropriate levels of

staff supervision for students during their free time; and staff who look after students have adequate induction and continued training.

The college is a responsive and forward-looking organisation with staff in post with ideas for improving support to students. It need to ensure that the level of service, including staffing levels matches recent growth of student numbers and needs.

EVIDENCE:

The College produces clear and detailed information setting out the principles of the college and support to students, which reflect current practice. College Policies and procedures are thorough and demonstrate regular review and updating. Residential students are provided with copies of relevant policies and procedures such as Health & Safety, Harassment and Student Discipline. The college might like to consider creating these in an 'easier read format' so that they are more accessible to all students.

The College maintains both health and academic records. In addition the college computer system has important information about students, which can be access by key staff. Where the needs of a student require more detailed recording, such as a care plan these are maintained and made available to relevant members of the college staff. Handover and on call records are maintained by the Duty Wardens and provide an effective means of sharing any day to day issues and concerns with appropriate staff.

The College has a clear management structure for the residential provision led by the Director of Campus Services. Their role will be further strengthened when the new Senior Warden is in post. The roles of staff with residential responsibilities are well defined and post holders were clear about their roles, responsibilities and accountability. Comments from members of the team and college documentation support the assessment that Hartpury has a strong commitment to the welfare of the students under 18 who they accommodate. They college is proactive in monitoring its practice generally and shows an openness to review in response to good practice recommendations.

College procedures offer general guidance for managing serious and unforeseen situations. Discussions with key staff indicate that where there have been serious incidents, such as the death of a student in a car accident, that these have been well managed by the college with contingency plans in hand which could be implemented as needed.

Evidence from college records and in discussion with members of college staff confirm that systems are in place to monitor records and take further action

where this is seen as necessary. As noted elsewhere the use of Risk Assessment is firmly embedded in the college culture and would be used as necessary following sanctions, disciplinary actions, complaints or accidents.

Parents of under 18 are required to give their permission, or not, as to whether a young person must notifying staff when they leave the campus and return. Comments in discussion and questionnaires confirmed that students and their parents knew about this arrangement. The log recording use of electronic 'tags' to operate the door to each accommodation block is, along with the night-time patrol of the buildings by the duty wardens, used to verify that students have returned to the campus at night. The level of adult supervision around the college campus during evening and free times is varied and is limited once academic staff have left. Specific areas such as the student bar and sports halls are supervised by staff. The current duty warden system, which provides cover in the evenings and overnight, is sufficient to generally patrol, deal with discipline issues and respond to urgent medical care needs. Whilst there has been an increase in the number of staff on duty during students' free time and other support staff are available on an on-call basis the college should be mindful of the steady increase in student numbers and student needs and ensure that the support staffing levels reflect this. Responses in questionnaires from parents indicate that for many the college has achieved the right balance of supervision and allowing freedom for young people, however there were comments, which suggest that students in need may sometimes be missed.

The rotas for duty wardens (staff and student) seen and described offer an appropriate gender balance. Documents and comments confirm clear job descriptions, specific guidance handbooks, thorough recruitment, specific induction and accountability. The current Student Wardens demonstrated some variation in commitment to their roles within their residential blocks, which is an area that might usefully be strengthened. Members of staff generally report that they have received appropriate induction and have access to training both from the college and through access to external training opportunities. There were a few instances noted where induction training could be more timely. The Student Services Team demonstrated an enthusiasm and commitment to their roles with a range of plans and ideas for improving the support to students.

The support arrangements for staff with residential and welfare responsibilities are good. For some people there is one-to-one formal supervision and for others regular groups meetings and opportunities to meet with colleagues and line managers. The college has a comprehensive appraisal process.

The college has thorough and comprehensive documentation with material readily available to staff through its computer system. The staff handbook has been regularly reviewed and updated.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Further Education Colleges have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
6	3
14	2
15	2
16	4
22	3
23	3
43	2

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	3
3	3
4	3
5	3
24	3
26	3
27	4
33	3
34	3
35	3
37	3
38	3
42	2

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
11	2
13	3
17	3
25	3
41	3

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	3
18	3
20	3
32	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
10	3
19	3
36	3
39	3
40	3
44	3
45	3
46	N/A
47	N/A

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	4
7	3
8	4
9	3
21	3
28	2
29	3
30	3
31	3

Are there any outstanding recommendations from the last inspection?

RECOMMENDED ACTIONS

This section sets out the actions that must be taken so that the proprietor meets the Children Act 1989, Inspection of Schools and Colleges Regulations 2002 and the National Minimum Standards.

No.	Standard	Recommendation	Timescale for action (Serious welfare concerns only)
1	FE14	Students receive first aid and health care as necessary. (This relates to the school nurse supervising first aid and minor treatment, the nurse being notified of student accidents, and increasing access to health care support when the nurse is not on duty)	
2.	FE15 FE43	Students are adequately supervised when ill. (This relates to communication between the college and parents when students have sustained an accident or are ill, and supervision arrangements for anyone needing to use the sick bay)	
3.	FE3	Students are protected from abuse. (This relates to minor modifications needed to the Child Protection Policy and ensuring more timely Child protection training for staff)	
4.	FE5	Students' complaints are adequately responded to. (This relates to expanding the records maintained of complaints, to consider involving an independent organisation for major concerns and providing CSCI (or Ofsted) details in the procedure.	
5.	FE24	Students are protected from the risk of fire. (This relates to recording evacuations as a result of false alarms or instigating a process for night-time fire drills.)	

6.	FE42	Students are given reasonable protection from safety hazards. (This relates to the lack of any footpath from the college entrance to the main road, and lighting of the college drive and around some parts of the sports halls.)	
7.	FE34	There is careful selection and vetting of all staff and volunteers working with residential students. (This relates to some additional checks and recording as part of staff recruitment and having a suitable Code of Conduct for the spouses or partners of staff who are resident on the campus and not themselves employed by the college)	
8.	FE11	Students have access to a range and choice of activities. (This relates to continued work on recreational activities for under18's: at week ends, to include a new common room and appropriate organisation and supervision of areas and activities)	
9.	FE13	Students receive personal support from staff. (This relates to the level of support available outside 'office hours'.)	
10.	FE28	Students are appropriately supervised during free time. (This relates to evening and week end staffing levels reflecting the increasing number of students now accommodated by the college)	

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