



*Making Social Care
Better for People*

inspection report

FURTHER EDUCATION COLLEGE

Guildford College - Merrist Wood Campus

**Merrist Wood Campus
Worplesdon
Surrey
GU3 3PE**

Lead Inspector
Kerry Fell

Announced Inspection
20th February 2006 09:30

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

Reader Information

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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 Guildford College - Merrist Wood Campus

Address Merrist Wood Campus
Worplesdon
Surrey
GU3 3PE

Telephone number 01483 884000

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Email address

Provider Web address

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

Name of Principal

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

**Age range of residential
pupils**

**Date of last welfare
inspection**

Brief Description of the College:

Guildford College merged with Merrist Wood College in August 2003. Merrist Wood Campus is situated in over 400 acres of estate land. Courses offered at Merrist Wood Campus include horticulture, landscape and garden design, animal care, arboriculture and equine studies.

Residential accommodation is available to 113 students, up to 50 of which are under 18 years of age. Residential accommodation for under 18 year olds is available in four halls of residence and is separate from the accommodation for over 18 year olds. Meals are taken in Woody's bar, and a range of recreational areas are available.

Some car parking is available for students by arrangement, limited visitors parking is available across campus.

SUMMARY

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

This was Guildford College, Merrist Wood Campus first inspection since their registration with the CSCI. This inspection was an announced inspection, and it began on Monday 20th February 2006 and was completed on Wednesday 22nd February 2006. The inspection was undertaken by Mrs Kerry Fell, Mr John Chivers, Ms Christine Bowman, Mr Graham Cheney and Mr Joseph Croft. Ms Geraldine Yates the Pharmacist Inspector also attended on the first day of the inspection.

The inspectors reviewed policies and procedures, and a range of records, met with a number of key members of staff, including the Principal, the Vice Principal, the Chaplain, the Community Police Officers and the Chair of Governors and Vice Chair of the Governors. Inspectors also met with students, and took a tour of the premises. The inspectors took meals with students, and observed breakfast and evening activities.

Questionnaires were sent to students, their parents and members of staff, and were returned directly to the CSCI Surrey Local Office, comments and findings have been included in the evidence of the report.

The inspectors would like to thank and commend the College for their organisation of the inspection, and the high quality and detail of information made available as evidence for each of the National Minimum Standards for FE College's, which included a commentary from the College and a large number of files of evidence.

What the college does well:

The College has clear rules about under-age drinking, substance misuse and the possession of obscene materials. The College Nurse works closely with the local Primary Care Trust to ensure that the latest leaflets are available for the students.

Systems were in place to ascertain the risk and management of student behaviour should this be necessary, and the risk assessment pro-forma is completed with the students.

Workshops are provided to staff in "dealing with distressed students" and "suicide prevention".

An external contractor provides the catering services, and although some students raised concerns about the quality of meals, specifically breakfast and the evening meal, the inspectors did not evidence this during the inspection. Mealtimes were observed to be social occasions and resident students are able to select two courses from a choice of three courses at lunchtime and the evening meal, depending upon their residential package.

The College has a sound policy with regard to countering bullying and harassment, and countering bullying workshops had been run with the students. The College also had a staged disciplinary procedure that was understood by students. No other idiosyncratic sanctions were given out, and the College did not use physical intervention.

The College had a sound health and safety procedure in place, and detailed risk assessments were observed.

Students commented positively about their relationships with members of staff and stated that they felt they were treated with respect.

A range of documents were available to students both in hardcopy and on the College website or intranet that advised the students about the College's principles and policies, this included a Resident's Handbook and a College Charter.

The College had a clear management structure in place and an identified "link" Governor is assigned to the Merrist Wood Campus.

Sound procedures and systems were observed to be in place with regard to the arrangement of off site accommodation.

What has improved since the last inspection?

This is the College's first inspection since registration with the CSCI.

What they could do better:

Although the nurse held clear records, these records needed to be signed and dated. The College would also be strongly recommended to complete risk assessments for those students who are known to be prescribed medication that may present an increased risk to themselves or to others.

Although members of staff receive training in Child Protection and a policy is available, this policy is currently a joint protection of vulnerable adults and child protection policy. These must be separated in to separate policies and should include timescales for a response.

The College recognises that the quality of recruitment records were varied, and not all members of staff had completed CRB checks. The College has put an action plan in place to resolve this; this must be completed promptly. CRB checks must also be completed for those adults resident on campus who are not employed by the College.

The College has a policy in place with regard to site control and safety for contractors, however it does not refer to access to halls of residence. The

College should therefore ensure that this is held as detailed under Appendix Two of the National Minimum Standards for FE Colleges.

The Activity Co-ordinator showed great enthusiasm for their role, however they were only available to run activities one evening per week. The College should extend the activities available to include more regular evening activities and clubs.

Evidence observed during the inspection indicated that the College had Duty Management cover until 9pm each weekday and during the weekend, however clarity was needed for who wardens should contact in the event of crisis over night.

The College does not currently have formal monitoring systems in place for students during free time and when they return in the evening. Although students comments about signing in are noted, the College should review arrangements or monitoring and supervision and the outcome of this review should be forwarded to the CSCI Surrey Local Office.

It is also acknowledged that historically the warden arrangements have been adequate, however students commented that they liked the warden's presence in the evening, and some felt that they wanted more. There were also mixed feelings about the freedom and control provided to students. Therefore the College should review the warden arrangements, considering how the role could be formalised. The outcome should be reported to the CSCI Surrey Local Office.

The CSCI would strongly advise the College to ensure that the areas for repair and upgrading identified during the inspection and included in the summer works are completed. The College should also review the adequacy of the identified shower facilities in relation to their suitability, specifically privacy and dignity for students.

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.

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Scoring of Outcomes

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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)

JUDGEMENT – we looked at outcomes for the following standard(s): 6, 14,15,16, 22, 23, 43

Policies and procedures are in place to protect young people from under-age drinking, substance abuse and the possession of obscene materials. Students are provided with a satisfactory catering provision. Arrangements are made for health care and first aid as necessary; although some work is required on the records. Systems in place for the supervision of ill students are satisfactory. Satisfactory systems are in place to ensure students receive support in respect of health and personal problems. Students have access to food and drinking water throughout the day. No separate accommodation is provided for students who are ill which could lead to contagious and infectious diseases spreading to others through shared facilities.

EVIDENCE:

Residential students are made aware of the rules about under-age drinking, substance abuse and the possession of obscene materials on their induction and the rules are set out clearly in the Resident Student Handbook. The student Disciplinary Policy and Procedure informs students that disregard for these regulations could result in a charge of 'gross misconduct', and could lead to being asked to leave the Halls of Residence immediately. Students must carry their identity cards at all times and this enables the manager of the college bar to identify those who are under the legal age for the consumption of alcohol.

There is no internet access at the present time in the Halls of Residence, but this is included in future plans. There are blocks to limit access to inappropriate websites on the Internet and the Head of Student Services receives a weekly Surf Control Report, which monitors students attempting to

access blocked websites. Those students who persist in this activity are referred to the Head of School as a "Cause for Concern".

The College Nurse works closely with the local Primary Care Trust, ensuring that the latest leaflets are available on the notice boards in the Halls of Residence and in the Warden's corridor, as well as in her room, to inform students with regard to these issues. She is also involved in a variety of promotions in conjunction with the PCT to raise awareness on these and other issues.

The police assign a Neighbourhood Specialist Officer and Guildford Borough Council have allocated a Community Safety Warden to the Merrist Wood Campus. They are regular visitors to the campus and support and lead initiatives.

The CSCI pharmacist inspector undertook a review of medication handling.

Medication stocks and records were sampled and showed that clear records were made of all medications which were administered to pupils and that medication was stored securely for the protection of the students.

Students are responsible for taking their own medicines during their stay at Merrist Wood. When students were known to have been prescribed medications, which might represent an increased risk to themselves or other students, if not taken correctly, then it is strongly recommended that a risk assessment be done which shows how the increased risks will be minimised.

The nurse kept a small stock of non-prescribed household medicines, which had been agreed by the nurse and college doctor, for her administration only. When the nurse is not on site students are expected to make their own arrangements to obtain remedies from a local shop. Records were kept of any medicines and treatments provided to the students and of any serious accidents, which occurred on the premises. However the medication administration records were not dated nor signed, and should be.

The Halls of Residence Services Assistant checks the accommodation of students under the age of eighteen every morning after 9.00am. She completes a form which comments on the reasons for students remaining in their rooms after lectures have commenced. The form is passed on to the Domestic Services Manager and to the Senior Warden, whose daytime post includes responsibility for welfare issues of all the students on the site. If a student has a minor illness it is possible for them to remain in their room. The student is supplied with a list of staff contact numbers and a college mobile telephone if the student does not already have one. Checks are made throughout the day on the welfare of students who are ill. Resident students are registered with a local General Practitioner located within walking distance of the college or transport in the form of a taxi can be arranged for students as

required. If students have more serious illnesses parents are contacted and the expectation of the college is that the student will be taken home.

No student under 18 years of age was deemed to require a personal care plan. Checks on personal and health needs conducted on induction were recorded and subsequently reviewed each term to establish if there had been any changes to the original information. The College Counsellor, Student Advisors and the College Nurse were available to students throughout the week in addition to their Personal Tutor, Senior Warden, and the Chaplain. Students with health, personal problems or queries were able to request sessions anonymously with the counsellor, make an appointment with the nurse or speak to a student advisor. Records of sessions taken by the college counsellor were stored confidentially with a reference number.

Systems were in place to ascertain the risks and management of student behaviour should this be necessary. The Risk Assessment pro-forma is completed with the student and identifies situations in which the student may feel at risk in the college and any behaviour that may be a risk to others. These forms are signed and checked by students, the Counselling Co-ordinator stated. Reviews include external support professional such as the Community Psychiatric Nurse where appropriate.

Workshops are provided for staff in 'dealing with distressed students' and 'suicide prevention'.

The college has used an external contractor to provide the catering services since 2005, and there was evidence available that the catering team were appropriately trained. The Catering Manager stated that all recommendations from the last Environmental Health Officer's visit had been actioned.

There is a four-week rolling menu in place that offers a variety of meals throughout the week. Resident students can choose two courses from the three-course set menu available at lunch and the evening meal, with three main course options at both of these meals. This included a selection of vegetables, and a vegetarian option. Special themed menu days are also built in and during the inspection there was an "Italian day".

The Catering Manager stated that special dietary needs are catered for. At the time of the inspection the College knew of two students who had specific dietary requirement. Students are asked to discuss dietary needs with the catering manager, and notices are displayed about this in the halls of residence.

Some students are not satisfied with the quality of the food on offer, specifically breakfast and the evening meal. The inspectors did not evidence this during the inspection. Half-termly meetings are held between student representatives and the catering team, and also students' views are shared

during student services meetings with the catering team. Minutes of these meetings were viewed and evidenced that students' views were acted upon where reasonable.

The college has introduced breakfast as a charged element to the fees for residential placements in order to encourage attendance at breakfast. The food available at breakfast has been expanded to include the option of cooked, continental or cereal breakfasts. Some students stated that they were not necessarily happy about having to attend breakfast and would rather just have a cup of tea. However, the College stated that they feel that Breakfast is an essential part of a healthy lifestyle, and promotes good concentration during lessons. The college has found from monitoring attendance at meals, that there has been an increase in the number of students taking breakfast this year. This was confirmed by the observations of breakfast during the inspection.

Meal attendance was monitored via the use of a swipe card, and serving staff informally monitor the meals taken by those students they know to be under 18. Any concerns were passed on to the Senior Warden.

Mealtimes were social occasions and were adequately furnished.

Drinking water and snacks are available throughout the campus and students are able to prepare small snacks in the halls of residence.

Sick bay accommodation is not provided and there are no separate toilet and washing facilities for sick students. Students remain in their own rooms if suffering from a minor illness, otherwise parents are called and students must return home. No separate accommodation is provided for students who are ill which could lead to contagious and infectious diseases spreading to others through shared facilities. The College would be advised to consider how to ensure that this risk is minimised.

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)

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

2,3,4,5, 27, 33, 34, 35, 37, 38, 42

Although staff receive training in Child Protection, the child protection policy must be separate from that for the Protection of Vulnerable Adults. The College has been pro-active in countering bullying. The College holds a clear policy and procedure with regard to student discipline. A three-stage complaints procedure is available. The College endeavours to manage risks effectively. Privacy for students is respected. The quality of records of vetting and recruitment of staff varied, and must therefore be improved. Although the College confirms a safe procedure is used with regard to adult access to students and accommodation, a specific policy is needed. Suitable and adequate security measures are in place to prevent access by the public. The College provides adequate security to protect students without being intrusive. The College has a sound approach to health and safety, both on and off campus, however the college needs to again review the traffic safety on campus.

EVIDENCE:

The College has a sound policy with regard to countering bullying and harassment which clearly identifies behaviour that may constitute bullying or harassment. This policy also details that students identified as being bullies must be supported. The inspectors were advised of how countering bullying had been promoted throughout the College. Countering bullying workshops had been run with the students, and the inspectors were advised that where students had had strong reactions during these workshops, these had been followed up separately with each student after the session.

The College has not identified bullying and harassment as an issue from student consultations, for example in the College's Residential Survey. The inspectors had been informed about any action the college had taken in response to identified incidents of bullying.

There was evidence that child protection forms part of induction and ongoing training programmes. Of note was that the domestic staff team have received training in child protection, and had a clear understanding of the procedures. The College currently holds a joint Child Protection and Protection of Vulnerable Adults procedure, and although the college is dealing with any allegation of abuse in a consistent and sound manner, these need to be split into two clear procedures that include the timescales for response.

The College would be strongly advised to have Wardens attend Surrey's Area Child Protection Committee training in addition to their in house training. The International Student Office staff team must also receive training in Child Protection, and guidance on child protection and how to handle an allegation of abuse must be provided to host families.

Examples were provided to the inspectors of how allegations of abuse had been responded to appropriately and how the College had worked with Social Services.

The College had a clear policy with regard to student discipline. Cause for concerns forms are used to inform relevant members of the staff team of issues identified in relation to students' behaviour.

The disciplinary policy and procedure clearly set out expected student behaviour and this was available in both hard copy and via the College intranet to both students and members of staff.

The disciplinary policy has a clear staged framework, and a specific member of staff is responsible for handing out the sanction at each stage. These are progressive, from stage one- verbal warning which is handed out by the personal tutor, through to stage four- suspension, which can only be agreed by the Duty Principal or Vice Principal.

No other sanctions are given.

The College does not use physical intervention, and the students confirmed this.

The College has a three-stage complaints procedure, which included the option to refer the complaint on to the ombudsman. The last complaint logged in the file available during the inspection was received in December 2004, the College confirmed that all complaints received between 2004 and 2005 were specifically with regard to courses and not welfare.

The College had contacted parents to advise them of how to contact the CSCI Surrey Local Office. The College would be advised to include these contact details in the students' handbook and when responding to complaints about residential or welfare services.

The College had introduced "Student Voice" sessions where students could speak directly to senior managers about any concerns.

Of the high-risk activity assessments viewed, the majority related to educational/day time activities. The Activity Co-ordinator explained that any activity offered to resident students, which was assessed, as being high risk would be avoided. They also stated that if they were using facilities off campus they would request a copy of the venue's risk assessment, safety provision and in cases such as rock climbing, and a copy of their insurance details. The College had a comprehensive form for gaining student and parental consent to undertake College activities. Unfortunately parents had not completed the samples provided. The Health and Safety Manager and Activity Co-ordinators confirmed that such consent was gained from the resident students.

Students' privacy is respected, and all bedrooms are lockable. The inspectors observed that staff knocked on doors and awaited a reasonable length of time for response from the occupant before entering. During discussions, students stated that this is not always the case. The domestic staff team stated that they were aware of the procedures and followed these, however the college should ensure that this is always the case.

The College is currently without a Human Resources Director, and the position will be recruited to shortly. It was evidenced that the College had a written staff recruitment policy and procedure, which was known and understood by members of staff met during the inspection.

A sample of sixteen staff personnel files was inspected. This sample included academic staff, wardens, administrators, domestic staff, grounds staff, the college nurse and members of the college executive. The amount of information held varied, and in some files only one written reference was found.

The College identified, prior to the inspection, that only 75% of staff had completed CRB checks. This was evidenced during the inspection. The College has put in place an action plan to ensure that all staff have completed enhanced CRB checks. The College must ensure that this is completed promptly for those staff already employed, and that appropriate vetting is completed on all new members of staff recruited.

Currently there are no CRB checks undertaken on the spouses or adult family members of staff who reside on the premises but are not employed by the College. This must be completed in line with National Minimum Standard for FE colleges 34.

Wardens are available each evening. The manner in which students are supervised varies between each warden. Students stated that they liked the wardens' presence, especially when they spent time in the recreational areas. Please also see comments under national minimum standards for FE Colleges 28 and 29. Students also stated that they were happy that they could contact the wardens at anytime should it arise.

Students confirmed that the College does not practice room searching.

Contractors are not left unsupervised when working in the hostels. The College does have a policy for site control and safety procedures for contractors and consultants, however this does not include guidelines on access to halls of residence. The College should ensure that they hold the relevant policies as detailed in Appendix Two of the National Minimum Standard for FE Colleges.

The halls of residence are specifically for the use of students resident at the College. The halls are protected by the use of swipe cards and key code security pads. The College has taken appropriate action to deter unauthorised public access to the grounds, taking into account that a public right of way runs through the campus. The College is also working with the local police with regard to the management of unauthorised access by vehicles, and a barrier has been fitted to the entrance and is in use between 8pm and 6am.

Security measures used by the College include the use of CCTV cameras that are positioned on identified vulnerable points within the campus. CCTV cameras are not focused on or within the halls of residence.

The College employs a security guard between 8pm and 6am, who patrols the grounds with checking points. Evidence was seen of an incident log where action has been taken by the security guard during his duties.

The College has confirmed that Health and Safety concerns in the halls of residence, such as electrical sockets, fire signs were addressed on the day

reported. In addition new safety procedures were implemented with immediate effect. It was also confirmed that longer-term actions such as amending the resident student handbook and fitting additional electrical sockets would be completed.

The College had a sound health and safety policy in place and provides all students with a student safety code, which explains their responsibilities and what to do in the case of an emergency. The Health and Safety Manager explained that wherever possible College maintenance staff addressed immediate safety hazards. Works requiring capital funding were presented as Health and Safety priorities. For 2006 these included external lighting, fire alarm systems for people with hearing loss, and replacement windows.

The Inspectors observed two road traffic incidents on campus during the inspection. The College stated that disciplinary action is taken against students observed being involved in traffic incidents on campus. Although it is recognised that the College has been working with the Community Police to resolve traffic problems, and traffic-calming arrangements have been put in place, the College should again review the management of vehicles that access the campus.

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)

JUDGEMENT – we looked at outcomes for the following standard(s): 11, 17, 25, 41

A range of recreational activities are available to residential students, but the number of staff available in the evenings limits the provision of clubs/hobbies on a regular basis. Students do not feel inappropriately discriminated against. No onerous or unusual demands had been made of students. Students have access to a range of recreational areas.

EVIDENCE:

The Activity Co-ordinator showed great enthusiasm for their role, which flexibly covers day and evening duties. She has been in post for only four months and records show that a variety of one off 'taster' activities have been offered and are planned for the future. These include a drama workshop, a speed dating evening, a karaoke evening, a dance experience, a pamper evening; race nights, quizzes and a variety of art activities. Visits to the cinema on a regular basis for a limited number of students have already been introduced. The Activity Co-ordinator can only offer one evening due to her daytime commitments therefore the setting up of regular clubs or hobby groups is problematic because of the lack of staff to facilitate them, the College should extend the good work achieved by the Activity Co-ordinator to include more evening activities and clubs. Students commented that one of the wardens spends time at Woody's Den and that the senior warden holds the key for the squash courts and the gymnasium, which can be used in the evenings.

Film nights are organised at Woody's Den and the large cinema screen is used on these occasions. The screen can also be used for watching football matches and for playing popular music etc. Additional television channels are also available at Woody's Den and a second television enables two separate groups to enjoy television programmes at the same time. Pool tables, a table tennis table and a bar create a youth club atmosphere and students were observed

happily socialising in friendship groups in the evening. A quiz was organised by the activity co-ordinator.

Minutes of Resident Student Group Meetings confirmed that students are consulted about activities.

Students met stated that they felt everybody was treated fairly and that they had not observed any staff or students acting in a discriminatory way.

Evidence was available of the work that the College had completed on diversity and equality, which included a range of studies, committee meeting minutes and working and social groups. Although specific support and space is currently not available for students who have specific religious needs, the inspectors were advised that currently the students had not requested this. However in the event that a request was made the College would make the relevant arrangements. The inspectors were also advised that Merrist Wood Campus had changed its recruitment materials to encourage and support applications from students who are from minority and ethnic groups.

The College has a chaplain that offers pastoral support to the students. The inspectors were advised of several good examples of how tutors had identified students who would benefit from specific support sessions with the Chaplain, and how these had been successful. The College and the Chaplain are working together to explore how the Chaplancy role can be developed further within the College. The inspectors strongly agree with this, and would encourage the college to make this a priority.

No evidence was observed to suggest that any unusual or onerous demands are made of the students, and no student raised concerns about this in discussions or in the responses to questionnaires. Students stated that any disciplinary measures taken were fair.

Students have access to a range of recreational areas both inside and outside; these include a football pitch, a gymnasium, and a café/bar/communal area called Woody's Bar. All halls of residence have a small communal seating area with a kitchenette and TV. The College recognised that some external recreational facilities are in need of improvement.

Students have access to their bedrooms at all times.

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)

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

18,20, 32

Students maintain regular contact with their parents and families. Students are appropriately prepared for residential life in college and for leaving at the end of the period of study. The College establishes and maintains positive working relationships between members of staff and students.

EVIDENCE:

The majority of students had their own mobile telephones that they are allowed to bring into the college, and they use these to make telephone calls from the privacy of their own bedrooms.

The college provided three payphones throughout the campus and a telephone that received incoming calls only. A telephone hood has been sited for the telephone that received incoming calls. In emergencies the senior warden had a mobile telephone available for use by students.

There are no concerns about the receipt of student's mail, and the college had post boxes available on campus. Email and Internet access was available in the Learning Resource Centre until 8pm.

Students confirmed during discussions that if they wished to contact their parents they would use their personal mobile phones.

The college stated that they do contact parents with regard to welfare and disciplinary issues.

The senior warden stated that parents are welcome to visit at anytime throughout the week, however, there was not a format for signing visitors in during the evening, the college must review this.

Residential students had a separate induction package, in addition to the study induction and guidance, with an interview and tour of the facilities. The Residential Student's Handbook, which is provided, is comprehensive covering all aspects of life in the halls of residence and included a clear set of rules and the consequences of not adhering to them. Students confirmed that electrical items are checked and those who drive must produce the appropriate documentation with respect to their vehicles.

Two weeks before the end of each term students would receive a letter to inform them of the end of term arrangements. At the end of a period of study, a progression interview would be conducted to advise and prepare the students for leaving the College.

The Senior Warden stated that there are sound professional relationships between student support staff and students. The senior warden further stated that the college had "golden rules" of being "friendly but not friends" and to be "sociable without socialising" with students.

Any disagreements between members of staff and students would be discussed in an appropriate manner with the hope of resolving any issues.

Students stated in interviews that relationships with members of staff are sound and that the staff team are helpful and supportive. The students raised no concerns regarding members of staff during interviews or in the questionnaires received.

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)

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

10,19, 36,39,40,44,45

The organisation of the residential provision ensures the welfare of students is safeguarded. Students are enabled to ensure their personal possessions and money are safely stored. Students are able to purchase basic food, personal and stationary items from the college and local shops. The Accommodation provided by the halls of residence generally meets the national minimum standards, however identified works need to be completed. Students have access to facilities to launder their bed linen and clothes. Students have access to supplies of food and personal requisites, which they can buy whilst resident at the college.

EVIDENCE:

Students were accommodated in halls of residence that are split by the age ranges of below 18 at the beginning term, and above 18. Students are offered the opportunity of moving to adult accommodation after 18th birthday.

If students of 18 years of age remain in the under 18's accommodation a risk assessment is completed.

All students were accommodated in single occupancy bedrooms.

Students were able to lock the door to their bedrooms and were also provided with a lockable facility to enable them to ensure their own money and personal possessions are protected.

Halls of residence consist of single occupancy bedrooms, which are appropriately furnished. It was observed that students had personalised their bedrooms. The College stated that students were able to bring up to five pieces of electrical equipment for personal use. These were all Portable Appliance Tested for safety before being allowed into the halls of Residence. Some students were observed to have kettles and miniature refrigerators in their bedrooms.

It was observed that there were trailing wires and multi-socket extension leads in use in many of the bedrooms, and the College was asked to make these safe during the inspection. The College provided the inspectors with a procedure that was introduced with immediate effect to monitor the safe use of electrical items.

Areas of repair and redecoration, which included some health and safety issues were identified during the inspection. Some of these were resolved immediately and were confirmed to have been completed during the inspection. Others were already identified in the College's summer works schedule for 2006, a copy of which was provided to the inspectors. However, these works are to be completed on a priority basis for all of Guildford College. The CSCI would strongly advise the College to ensure that these works are completed.

The College has developed one ground floor bedroom, shower room and toilet to accommodate a student with physical disabilities. The College does not currently accommodate any students with disabilities in the halls of residence. However, if these facilities are to be used by a student with disabilities in the future the College must ensure that a call bell is fitted in the shower unit.

Students have access to adequate toilet and washing facilities with exception to the annexe in Merrist Wood House where the facilities do not meet the National Minimum Standards with regard to toilets. Four shower cubicles are also available in a larger bathroom. Although these met the National Minimum Standard the College should review the adequacy of these facilities in relation to privacy and dignity for students as the cubicle doors are not full length and do not lock, and some students commented to the inspectors on the lack of privacy provided by these shower units.

The ground floor shower cubicle in Woodlands Hall was considered to be small and provided no room for students to change. This should also be reviewed.

It is noted however, that works on bathroom facilities have been included in the College's summer works schedule. The CSCI would again ask the college to ensure that these works are undertaken.

Halls of residence were appropriately lit, heated and ventilated, and are cleaned on a daily basis.

Laundry facilities consisted of two coin operated washing machines and two tumble driers. These facilities were accessible to students throughout the week. Students stated that as they returned home on weekends, they would complete their laundry (which included bedding) at home.

Each hall of residence is provided with an iron and an ironing board for students to use.

Students were able to purchase any items necessary on the campus. Milk and toiletries were available from the College Dining room and vending machines were available throughout the College. Local shops were within walking distance of the College and the under 18's returned home every weekend and they confirmed that they replenished food and stationary supplies then.

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 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)

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

1,7,8, 9, 21,28,29, 30, 31, 46, 47

A range of documents are available that detail the principles of residential provision. Adequate health records are kept and available to key staff. The College has a clear management structure. Crisis management plans are in place, but further clarification about duty management is required. Student supervision and monitoring systems need to be reviewed. Staff have received job descriptions and induction training and a programme of continuing professional development training is available. The College has a clear and detailed staff handbook. The College has a sound approach to health and safety risk assessment. Work is needed to ensure that the welfare of students accommodated in lodgings is fully safeguarded. The welfare of students accommodated away from the college site is safeguarded.

EVIDENCE:

A range of documents were available to resident students in both hard copy and on the website or intranet that advised the students of the College's policies and practice with regard to welfare accommodation and student support. These include the resident's handbook, the College prospectus, the College Charter, and a range of admission documents.

Forms, which identify the health needs of students, are completed by students at the initial interview, which would be attended with their parents, prior to admission. Copies of the forms are kept by the college nurse and by the senior warden in their respective offices. These forms also include contact details of persons with parental responsibility for students under the age of 18 and other relevant emergency and legal details. Allergic reactions were also recorded on this form and one student was recorded as being allergic to eggs and another to penicillin.

The senior warden reviews the information collected at interview each term with the student. Samples of these were viewed and it was evident that these had been updated.

The College had a clear management structure in place that oversaw the management of the accommodation and welfare of the students. The College's Governing Body audit the development and maintenance of the student support services, and the Merrist Wood campus has an identified "link" Governor.

The College had staff disciplinary procedures in place, and the inspectors were advised of examples of how the College had used these.

The College had a business continuity plan, which detailed the make-up of the recovery team and the actions to be taken to manage a crisis affecting the students. Integral to the plan was the provision of a duty manager who had clearly defined responsibilities. Evidence indicated that a duty manager was available during the day until 9.00 p.m. and at the weekends. However the contingencies for night cover during the week were not clear and it was recommended that this be clarified so that residential wardens know who to contact in the event of a crisis.

The College welfare officer explained that arrangements were in place to provide a range of alternative accommodation in the event of a crisis occurring.

The College had a comprehensive health and safety policy and a clear and well-structured risk assessment tool. Risk assessments were completed by the relevant member of staff then were sent to the Health and Safety Manager to be signed off. Any high risk assessment scores had a required action recorded to minimise risks. The tool had a section to be completed once the action had been undertaken. On most of the risk assessments seen these sections had

not been completed. The College would be advised to ensure that the members of staff required to take action following a risk assessment confirm that it has been completed.

All accident reports were forwarded to the Health and Safety Manager for review and the monitoring of statistics, which were then reported on, seven times a year.

In acknowledging that the supervision of students is adequate during parts of the day, there were shortfalls in the current arrangements. No formal monitoring system was in place to ensure that the students had returned at night time or of their free time if the students leave campus.

Students stated that when they left the campus they did not have to report to anyone, and that they thought that there was not enough support at night. However, the students were confident that they could contact the wardens when they needed them.

The National Minimum Standards for FE Colleges expect the College to monitor whether students are absent without permission overnight and during free time to ensure that significant risk to their welfare is reduced. A check of each student's bedroom was carried out at 9am each morning to check whether students are unwell or have not returned back to the College. Students had commented that they were often out of their bedrooms by the time these checks were completed, and therefore did not have the opportunity to discuss concerns with support staff. There was also no way of evidencing that students had returned before their 11.30pm curfew. Students met during the inspection generally stated that they did not want to have a signing in system introduced.

The College should review the systems for monitoring and supervising and should report on how they ensure that current and future student groups have their safety and welfare maintained. The outcome of this review must be reported to the CSCI Surrey Local Office.

Currently the College has three male wardens and a female student warden. In addition the senior warden is available on most evenings but is not rostered into the duty system.

The wardens had full time day positions within the college and act as wardens in the evenings and on weekends. One duty warden is rostered on shift for seven days in every three weeks. Arrangements are in place to cover any absence.

Students commented about liking having the wardens present during the evening, and some would prefer a greater presence. Some students stated that they were aware of the level of freedom offered by the College to students

under 18, and there was a mixed response from students when they were asked if their parents were aware of this also. Others stated that they were surprised by the amount of control/freedom given to students.

It is acknowledged that the warden arrangements had been historically adequate, however, in light of the comments made by students, it is important that the warden arrangements are reviewed to ensure that they continue to be adequate. Consideration should be made as to how the role could be formalised. A report of the outcomes should be sent to the CSCI Surrey Local Office.

It was evidenced that the college provided all staff with job descriptions that included their responsibilities for the supervision of students. The College had an appraisal system in place for all members of staff, and all staff completed formal induction training.

The College also had a Continuing Professional Development programme of training available to staff as well as three INSET training days at which members of staff can choose to attend sessions that are appropriate to their role.

The College had a staff handbook, which was dated 2005. The handbook covered a wide range of areas including procedures for child protection and protection of vulnerable adults, equality and diversity and made reference to the harassment and anti-bullying policy, which is kept separately. All members of student support staff had received a copy of the handbook.

The College arranged host family accommodation for international students. Evidence was available to show that sound recruitment and arrangement procedures were in place.

Two host families were visited as part of the inspection, and both were positive about the process they went through to be recruited and the support received from the International Studies team. International students met during the inspection were complimentary about the accommodation and hospitality and support received from host families, however, the students stated that the international studies team were not as efficient as they would like them to be.

The inspectors confirmed with both the students and the host families that visits had been made to the host families' houses by the international studies team.

Students spoken to did not think that they had received a handbook that included details how to raise concerns and who to contact out of hours. Inspectors had seen copies of this document; therefore the college must ensure that the international students had received a copy of this handbook.

The inspectors were also advised that the International Studies team do not meet with students to discuss lodgings but that students have open access to their office. This did not meet the National Minimum Standards for FE Colleges, and action must be taken to ensure that this occurs.

The International Studies team had not received training in child protection, and host families had not received any guidance or information about Surrey's Area Child Protection Committee procedures, or how to respond to allegations of abuse. The staff team must receive training in child protection, and guidance must be supplied to host families.

The college arranged all educational trips through professional agencies. Evidence was available to show how the College arranged and managed these trips in order to safeguard the students.

Checklists are completed on arrival at the off site accommodation before students are able to access it, and a further checklist is completed on leaving.

College staff attend all educational trips.

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	3
16	3
22	3
23	3
43	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	4
3	2
4	3
5	3
24	3
26	3
27	3
33	3
34	2
35	3
37	2
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	2
40	2
44	3
45	3

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	4
7	3
8	3
9	2
21	3
28	2
29	2
30	3
31	3
46	2
47	3

Are there any outstanding recommendations from the last No. 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	It is strongly recommended that a risk assessment be done which shows how the risks will be minimised for students who have been prescribed medication that may present an increased risk.	20/03/06
2	FE14	Medication records should be signed and dated.	20/03/06
3	FE3	The joint protection of vulnerable adult and child protection policy should be split into two clear procedures that include the timescales for response.	20/03/06
4	FE34	The College's plan to ensure that records of recruitment and CRB checks are completed must be actioned promptly.	20/04/06
5	FE34	CRB checks should be taken for all adults who are not employed by the College but who are resident on the campus.	20/04/06
6	FE37	The College should ensure that they hold the relevant policies as detailed in Appendix Two of the National Minimum Standard for FE Colleges.	20/04/06
7	FE42	The College should review the management of vehicle access to the campus.	20/04/06
8	FE11	The College should extend the good work achieved by the Activity Co-ordinator to include more evening activities and clubs.	20/05/06
9	FE39	The CSCI would strongly advise the College to	20/05/06

		ensure that the areas for repair and upgrading identified during the inspection and included in the summer works are completed.	
10	FE40	The College should review the adequacy of the identified shower facilities in relation to their suitability, specifically privacy and dignity for students.	20/05/06
11	FE9	The College must clarify who wardens should contact in the event of a crisis occurring overnight.	20/03/06
12	FE28	The College should review the systems for monitoring and supervising and should report on how they ensure that current and future student groups have their safety and welfare maintained. The outcome of this review must be reported to the CSCI Surrey Local Office.	20/04/06
13	FE29	Warden arrangements should be reviewed to ensure that they continue to be adequate. Consideration should be made as to how the role could be formalised. A report of the outcomes should be sent to the CSCI Surrey Local Office.	20/04/06
14	FE46	The College must ensure that the international students have received a copy of this handbook.	20/03/06
15	FE46	The College must ensure that staff meet with international students at least once per term to discuss the lodging arrangements.	20/03/06
16	FE46	The International Student staff team should receive training in child protection, and information about child protection and how to respond to an allegation of abuse should be provided to the host families.	20/04/06

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