



*Making Social Care  
Better for People*

# inspection report

## FURTHER EDUCATION COLLEGE

### **Bishop Burton College**

**Bishop Burton  
Nr Beverley  
East Yorkshire  
HU17 8QG**

*Lead Inspector*  
**Mr Michael McCleave MBE**

*Announced Inspection*  
**13th March 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

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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](http://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](http://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

<b>Name of college</b>	Bishop Burton College
<b>Address</b>	Bishop Burton Nr Beverley East Yorkshire HU17 8QG
<b>Telephone number</b>	01964 553000
<b>Fax number</b>	
<b>Email address</b>	allchorne@bishopburton.ac.uk
<b>Provider Web address</b>	
<b>Name of Governing body, Person or Authority responsible for the college</b>	Bishop Burton College Corporation
<b>Name of Principal</b>	Jeanette Dawson
<b>Name of person responsible for welfare and accommodation of students under 18</b>	Carol Allchorne
<b>Age range of residential pupils</b>	16-18
<b>Date of last welfare inspection</b>	September 2003

**Brief Description of the College:**

The college is located in the village of Bishop Burton a short drive from the town of Beverley. Public transport bus services are available and the college also provides transport facilities for students. The college offers both Higher and Further education courses mainly in specialist land based disciplines. The students are accommodated in college owned property on the main campus and in one hall of residence approximately three miles from the college.

# SUMMARY

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

The inspection programme took place over two and a half days and included interviews with the Principal of the college, the Director of Learner Services, Student Services Manager, a selection of Wardens, a group of students, ancillary staff, the Human Resources Advisor, and Estates Manager and members of the Student Welfare team. A tour of the residential accommodation led by students took place. A number of records were examined and completed questionnaires from parents and students assisted in the overall analysis process. A pre-planning meeting took place a number of weeks prior to the inspection, with the senior managers and some Wardens.

## **What the college does well:**

The Wardens have a positive commitment about their work in respect of the welfare of the students. The students have good relationships with the wardens and will go to them as a first point of contact with any problems.

There is a very good welfare service with staff who are highly committed about the moral and social welfare of the students. This is a strong team with an established track record of supporting and assisting students many of whom who have left home for the first time. It is commendable that the college is paying for external supervision of the two counsellors.

The communication across the whole staff team about the welfare and progress of the students is evident. This extends to the domestic and cleaning staff who also demonstrate an interest in the students.

The food provided in the refectory is of a good quality with a wide range of choice including vegetarian options. The use of the card system to pay for meals enables the staff to check on the students eating habits and where necessary to take appropriate action to deal with any concerns.

The whole college exudes an air of positive commitment towards the students.

The health and safety provision at the college is of a high quality with good risk assessments for all areas of activity. These were clear in detail and were set out in a way that was easily understood.

## **What has improved since the last inspection?**

Since the last inspection the college have addressed most of the recommendations. A number of previous recommendations related to issues to do with the buildings are outstanding, however, it is acknowledged that

there is a property strategy in place with building starting early in 2007 and refurbishments taking place accordingly.

The policy on child protection has been clarified and there is now a designated person responsible for this area. Positive links have been developed with the Social Services Child Protection Team. This is good practice.

A good start has been made in the training of all staff in child protection awareness. This needs to be continually provided for all staff on a rolling programme.

### **What they could do better:**

The welfare team should maintain written records of their contacts with students. These should be kept in secure conditions. This information is important and could identify trends.

The team need to raise their profile and it is suggested that they develop a site on the college intranet for students to access. This would enable students to make discreet enquiries if they so choose.

The use of Youth Workers to organise activities for students on weekends is supported and should be expanded.

Recording of complaints investigations need to be improved to record the process and indicate outcomes.

It is acknowledged that the smoking policy in residential accommodation is being reviewed in the light of current legislation and the need to consider the health of the students.

Gender mixing in the communal areas of halls should be considered with appropriate safeguards agreed with the students.

There should be a facility for storage of working clothes in those halls where there is currently no storage.

A system should be developed whereby students who leave the campus can record this electronically on a computer when they leave the campus.

Consideration should be given to the deployment of male and female wardens in the halls.

The privacy of the shower areas in Middleton and DJ.2 halls need to be improved by having locks fitted.

All applicants for employment must have their references checked by telephone contact with the referee and for this to be evidenced in staff files.

When student Hall representatives meet with Wardens to discuss matters relating to residential life in the Hall, feedback meetings need to be organised by Wardens when issues have been dealt with at management meetings. It is important that students who contribute to meetings learn of the outcome of the matters that they have raised.

The requirements made by the Fire Officer must be complied with.

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](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **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)

## **JUDGEMENT – we looked at outcomes for the following standard(s): 6,14,15,16.22,23,43.**

The health and general care of the students are well met through good support facilities and the availability of healthy meals.

## **EVIDENCE:**

The college has appropriate policies on countering and responding to under age purchase of alcohol, possession and use of illegal drugs. The “ handbook” and “Your Rights and Responsibilities” makes it very clear that these illegal activities are not permitted. All students carry identification cards and only those over the age of eighteen years can purchase and consume alcohol in the student bar.

All residential students are encouraged to register with a local GP practice based in the Beverley Health Centre, although it is made clear to students that they are free to register with any medical practice in Beverley. Staff who have direct care of students are all trained in first aid. Those residential students who are ill with any long term, infectious or serious illness are expected to return home. A qualified nurse from the Health centre is available to visit the college on a regular basis.

The college has three catering outlets on campus which serve a range of freshly cooked meals, salads and snacks. Students spoken to generally felt that the quality of meals is good although most commented that the prices were somewhat high. During the inspection it was evident that a good choice of meals were available in the main refectory that included vegetarian and a well stocked salad bar. Although meals can be paid for by cash extensive use is made of a payment card that can be topped up, however, this method also enables the staff to monitor the eating habits of the students and to identify any trends that may cause concern about diets.

# 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): 2,3,4,5,24,26,27,33,34,35,37,38,42.**

Students live in a safe environment where their health and safety is given a high priority.

## EVIDENCE:

The college has, and follows an appropriate policy on countering bullying and any form of harassment, which is known to students and staff that is clearly outlined in the "Your Rights and Responsibilities" handbook. There is also an appropriate policy on protection of students from abuse and staff spoken to were aware of their responsibilities to refer any allegations or suspicions of abuse taking place. The Director of Learner Services is the designated child protection officer for the college. From discussion it was evident that good links have been established with the local Social Services Child Protection team. This is good practice.

A complaints procedure is in place and there is a clear commitment that all complaints will be responded to within ten working days. The college takes the issue of complaints seriously and there is a range of methods available for making a complaint:

- Putting the complaint in writing by letter or using the formal complaints form.
- By telephoning the Quality and Performance Manager to discuss the complaint.
- E-mailing the complaint to the Quality and Performance Manager.
- Making arrangements at the Reception Desk for an appointment to discuss the complaint.

It would enhance good practice if the actual process of how a complaint was investigated, was recorded and for the outcome to be recorded as well, thereby evidencing the whole process. The complaints procedure also needs to indicate that students and their parents can if they wish, contact the Commission for Social Care Inspection regarding any complaint concerning the student's welfare.

The safety of the buildings is the responsibility of the Estates Manager who ensures that all fire precautions are in place and regularly checked in accordance with legislation. There is evidence to indicate that fire fighting appliances are checked and that practice fire evacuations have taken place.

The issue of safety extends to students engaging in high risk activities on and off campus. Detailed risk assessments are in place for all activities and a selection of these were seen. These are well maintained and clear. Appropriate supervision takes place and any required safety equipment is provided.

The residential accommodation is managed by a team of Wardens who are responsible for all day to day matters within the residence, and for the supervision of the students living there. During discussions some female students queried why it was that a male Warden was responsible for the female accommodation. One student said "I find it embarrassing coming out of a shower with only a short towel covering me and the male warden is walking past". Consideration should be given by senior managers to possibly changing the gender mix in the student accommodation. The privacy of students would be enhanced if locks were fitted to the shower room doors in Middleton and DJ. Student accommodation.

The recruitment policy for staff that have direct contact with students requires them to have clearance checks from the Criminal Record Bureau at the enhanced level. Those staff files seen during the inspection were well

maintained. However, there was no evidence to indicate that telephone checks have been carried out with referees to verify the information in the reference. As far as is practicable all adults visiting the residential accommodation for students are kept under sufficient supervision to prevent unsupervised access to students under 18.

There are good security arrangements in place to protect the student accommodation from being accessed by unauthorised members of the public. All windows have restrictors and front entrances are kept locked at all times. During the night a security guards patrol the campus.

Risk assessments are in place to identify and reduce risks to students from inherent hazards in the college buildings, activities or grounds and a selection of these were seen. The farm and equine areas pose particular risks and it was evident from the good quality of the risk assessment records that the college took their responsibilities seriously in respect of the safety of students and staff. An inspection has been carried out by the Fire Officer and a number of requirements have been made that must be complied with.

# 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):**

Students are supported and encouraged to enjoy life at the college.

## **EVIDENCE:**

The college organises or supports students to organise, a range and choice of activities outside of tuition time. On campus students can partake in a number of lunch time clubs, clay pigeon shooting, and numerous sporting activities. During evenings and weekends the Wardens organise trips out to places of interest such as bowling, shopping centres, swimming. One student said “the best thing at college are the activities they are brilliant”. The Wardens are generally responsible for organising these weekend activities, however the additional manpower and expertise offered through the college’s two youth workers has led to an extension and flexibility of the provision for students out of hours. The college has invested resources to employ these two youth workers for 48 hours per week to organise and lead activities. For those students who are experiencing personal or emotional problems there is an experienced welfare team on site who provide a confidential counselling service. This is a very good service. It would enhance the profile of this important service if students could make discreet arrangements to meet with a member of the team by registering via the college intranet. Records of contacts with students who seek the support of the welfare team are not currently maintained in any detail apart from those by the counsellor.

The college has an Equal Opportunities policy in place and there is no evidence that any student from a minority background is discriminated against. Throughout the inspection the students of all backgrounds were observed socialising in groups involved in friendly banter and discussions.

Students who attend “routine” duties connected with livestock management may be too late to have breakfast in the main refectory. Consideration needs to be given to reviewing the timetable to ensure that these students can have a meal when they have completed their tasks.

There is a range of safe recreational areas both indoors and outdoors available to students outside of teaching time. The college sports facilities can be used with supervision, and each of the residential accommodation has a common area for the students to socialise. Some students would like to be able to invite friends of the opposite sex to visit the residential accommodation albeit with appropriate safeguards and agreed rules governing this. Students are responsible for their own laundry and facilities are available in each of the residences. There is a college shop on campus where students can purchase personal requisites and there are plans to expand this into a mini supermarket.

# 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):**

**12,18,20,32.**

Students are actively supported and encouraged to participate in the life of the college environment.

## **EVIDENCE:**

Each of the residential units has elected representatives among the students who will meet with the Warden of the accommodation to discuss any aspect of residential life in their hall. The Wardens are members of a wider management forum and issues raised by the student representatives will be shared at these meetings. However, some of the students spoken to expressed the view that they do not always get feedback from these meetings and questioned the value of them. Arrangements need to be made for feedback to be given to the rest of the students.

Students are free to make contact with their families and the college provides pay phones on the campus. Top up mobile phone cards can be purchased from the college shop. The use of personal mobile phones and e-mail is the most popular medium for contact.

The college provides all new students with a wide variety of information about college life and of the rules that govern residential living on campus. The Wardens have a key role to play in managing the process of integration for new students and they monitor their early progress in how students adapt to college life. The Wardens regarded themselves as substitute parents for students, many of whom have left home for the first time. The "handbook" and "Living in Halls" contains the essential information that students will need to assist them during their early days at the college. The students spoken to



were satisfied about the guidance given prior to their arrival at the college. They generally felt that the college environment was a positive one and that good relationships existed between themselves and the staff.

# 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.**

Students live in a pleasant college residential environment with appropriate facilities to make life as comfortable as possible within available resources.

## **EVIDENCE:**

The residential accommodation is organised on gender lines and each hall is managed by a Warden who is responsible for the pastoral welfare of the students in their hall of residence.

Students live in single room accommodation of varying quality. The Ridings campus located three miles from the main campus is unlikely to be developed further as a hall of residence ( it's situation in the centre of a residential estate renders this unlikely) and alternative plans for new halls of residence are in place. Students are issued with keys to their bedrooms when they initially move into a hall, and they are responsible for ensuring that their personal possessions and money are kept safe. All bedrooms have adequate furniture and storage facilities and good lighting. Some attention however, is required to improve the shower areas. The showers in Middleton and DJ.2 need to have locks fixed to the doors to enhance privacy. It is nevertheless acknowledged, that the college has allocated resources to improve all the accommodation on a rolling programme.

# 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):

**1,7,8,9,21,28,29,30,31,47.**

The students benefit from effective management of the student services and they receive good support and supervision from welfare staff and wardens.

## EVIDENCE:

A statement of the principles and practice of the college was seen and this clearly outlines the standards expected by the governing body.

The college maintains appropriate records on all students containing relevant health and welfare information that has been provided by the parents and students themselves.

The management of the student residential facilities is good and there is a clear line of accountability for the day-to-day management of these services.

Staff said that they were well supported by the Student Services Manager. There is an ongoing review of student services throughout the year by the management team to monitor issues.

The safety of the students and staff is a priority at the college and there are plans in place for the management of a range of crises involving student welfare. The written risk assessments are very good and these are regularly updated. Risk assessments have to be completed for all activities and if overnight stays are planned then checks have to include an analysis of the accommodation that the students will be staying in. The supervision arrangements for students out of tuition time is appropriate, and the wardens are clearly aware of the need to achieve a balance over the need for supervision of the students, and a recognition that young people want a certain level of freedom in their spare time. Consideration should be given however, to developing an electronic system whereby students have to be responsible for indicating when they are leaving the college campus and to record where they are going. Currently students can leave the campus and their whereabouts are not known.

All staff with particular responsibilities for the supervision of students in residential accommodation and welfare services have job descriptions reflecting those duties. Evidence of these was seen. Training opportunities are available to these staff to enhance their professional development. There are appropriate policies and procedures in place to guide staff in respect of their practice over supervision of the students in residential accommodation and to promote student welfare and again samples of these were seen.

Any short stay accommodation away from the college for activities such as field trips and sporting activities are appropriately planned and staff check in advance to ensure that the accommodation is safe and provides suitable sleeping facilities. A selection of Risk Assessments were seen to confirm that proper procedures are followed. The Director of Teaching and Learning said that the welfare of the students is the priority and all appropriate steps are taken to achieve this.

# 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

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

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

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>11</b>	3
<b>13</b>	4
<b>17</b>	3
<b>25</b>	3
<b>41</b>	3

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

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>19</b>	3
<b>36</b>	3
<b>39</b>	3
<b>40</b>	3
<b>44</b>	3
<b>45</b>	3

# SCORING OF OUTCOMES

## Continued

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

Are there any outstanding recommendations from the last inspection? Yes

### **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
1	FE5	The record of complaints should indicate the progress of the investigation and the final outcome.	31/05/06
2	FE12	Arrangements should be made for an issues feedback meeting with students to take place with Wardens.	31/07/06
3	FE13	The welfare team need to maintain confidential records of their work with students. The means of accessing the welfare service could be enhanced with an on line appointment system.	31/03/07
4	FE28	A booking out system should be developed to identify students who leave the campus.	31/03/07
5	FE33	The gender balance of Wardens in Halls who supervise students of the opposite sex should be reviewed.	31/03/07
6	FE34	All applicants who are to be offered employment must have their references checked by telephone contact with the referee. This must be recorded in the individual's personal file.	01/04/06
7	FE40	Locks should be fitted to the shower area in Middleton and DJ.2 Halls.	30/04/06
8	FE41	Consideration should be given to permitting students of both genders to meet in the communal areas of the residential accommodation.	31/03/07
9	FE41	The requirements indicated in the recent Fire Officer's inspection must be complied with	31/03/07

## **Commission for Social Care Inspection**

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