



*Making Social Care
Better for People*

inspection report

FURTHER EDUCATION COLLEGE

Warwickshire College

**Warwick New Road
Leamington Spa
Warwickshire
CV32 5JE**

Lead Inspector
Christy Wannop

Announced Inspection
19th June 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	Warwickshire College
Address	Warwick New Road Leamington Spa Warwickshire CV32 5JE
Telephone number	01926 318083
Fax number	01926 318295
Email address	mbailey@warkscol.ac.uk
Provider Web address	
Name of Governing body, Person or Authority responsible for the college	Warwickshire College
Name of Principal	Ioan Morgan
Name of person responsible for welfare and accommodation of students under 18	Mike Bailey
Age range of residential pupils	16+
Date of last welfare inspection	23 rd June 2003

Brief Description of the College:

Warwickshire College is a large college of further and higher education, currently based on five sites. Further Education Corporation, the Learning and Skills Council fund the college. The principal is Ioan Morgan.

The main residential site is at Moreton Morrell, a small village 8 miles outside Leamington Spa. This is the base for the Agricultural College. It can serve about 600 students and accommodates around 280 students, ranging in age from 16 to 21, 83 of whom were under 18 this year. During term time students live in hostel accommodation on the main site.

The Warwickshire College main site is at Leamington Spa. This provides a range of educational and vocational courses. Here residential accommodation is arranged in hostels for students over 18, and a "home stay" service predominantly for overseas students who stay with a host family in their household. These students are aged between 16 and 18 years. Overseas students usually come for short (6 week) summer school English language courses or for one-year courses of education. Eight were being accommodated in this way during the inspection.

Mike Bailey manages the Moreton Morrell site and the residential service, now assisted by a senior warden with full time residential responsibilities. Residential wardens are based at Moreton Morrell, where they "live in" and offer emergency back up support to the host families at Leamington. Whilst there are no specific wardens for under 18's based at Leamington there is an on call residential warden who can be contacted in emergency. There is an accommodation officer and assistant very actively involved in supporting host families and students and based in Leamington.

SUMMARY

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

The inspection took place over three days during the last days of the summer term. The inspection was announced and there was a pre visit to plan the inspection. The Residential manager supplied full documentation.

Surveys were sent to parents, students and residential staff. Six students returned questionnaires. They told the inspector that they much preferred face-to-face consultation. Seven parents returned questionnaires. Nine staff and student wardens returned questionnaires. Their comments are included throughout the report.

Two inspectors spoke with key staff, including the college principal, Head of Learner services, residential and key staff with residential responsibilities in groups and individually. Students gave a tour of the site and accommodation. There was a formal consultation meeting held with students one evening and other more informal meetings over meals. An inspector visited one "Home stay" accommodation and met with two overseas students.

Inspectors looked at student records and a range of other records. Inspectors looked at the experience of two students and records to support their care.

The inspection focussed on particularly important "core standards" and followed up those areas where recommendation had been made at the last inspection, three years ago. The college has made enormous progress in addressing the areas of shortfall identified at the last inspection and inspectors were impressed by the changes made.

What the college does well:

Provides a well-managed service.

Organises information well.

Has made significant investments in its residential.

Health and safety is well managed

Excellent counselling service

Staff are open and clear in communication

Adults have the confidence of young people

There is a good nursing service available

Young people's welfare and education is supported.

Staff from different disciplines work constructively

Is working with young people as individuals and treating them very much as young adults.

Informal consultation works well.

What has improved since the last inspection?

Has appointed a senior warden Inclusion has become a central feature of the services provided to young people.

Accessible information about induction, safety and protection has been provided in other languages for overseas students.

Staff have received training in identifying and tackling bullying.

All staff have had child protection training and central records of referrals and outcomes are better coordinated.

There is a policy on physical intervention and training has begun.

Complaints procedures have improved.

Fire drills have improved.

Training for residential staff about welfare issues has improved.

Staff appraisal covering residential performance has begun.

Student wardens have a formal weeklong induction.

Electrical systems in residence are now safe.

Host families receive better information about child protection.

Young people are trusted more.

There are improved welfare meetings.

Behavioural management systems and monitoring have begun.

Induction for students is now excellent.

Food has been considered and discussed at formal residential meetings.

Residential and toilet facilities have been upgraded.

Students make good use of the democratic channels and have much more confidence that their views are respected by residential staff.

What they could do better:

Ensure that young people know the outcome of the food concerns.

Ensure all kitchen staff have food hygiene training promptly.

Ensure staff are safe to work with young people through improved recruitment practice.

Develop a care plan/ welfare action plan.

Use an independent person to host "residential consultation meetings"

Make explicit that CCTV inside student common areas is used.

Ensure all staff have behaviour management training.

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.

DETAILS OF INSPECTOR FINDINGS

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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):
14, 16, 22

Quality in this outcome area is good.

Students have the benefit of well-organised first aid and healthcare and are supported with health and personal problems.

Students receive an adequate catering provision.

EVIDENCE:

There is a nurse who is also a residential warden on site and a counselling service. There is always a qualified first aider on duty. The nurse no longer dispenses homely remedies. Students knew of and appreciated these services. No students have complex health needs.

There is a range of professionals employed to support the welfare of students and these meet weekly at a welfare meeting chaired by the senior warden. Minutes of these meetings showed that individual young people were discussed and their support arranged. There are individual records of disciplinary matters and one to one meetings with the senior warden. An "inclusion worksheet" is kept where necessary but this did not identify the child, aims or key staff responsible for actions. This should be developed into a residential "action plan" or "care plan". Students said they were well-supported "big time fine" and trusted staff with confidences.

Students do not think that they get a good quality catering provision and said they want more food, better quality, more choice and cheaper food that is hygienically prepared and served.

Parents, in questionnaires, also commented on this. Some staff also wrote that food was expensive and did not allow for a balanced diet. The catering

manager was aware of their issues and believed that he had addressed them. He said that if students wanted larger portions that they should just ask for them. Students did not know this and remained unhappy. Students made the point that they are doing really hard physical work at often unsocial hours and the quantity and availability of food to them was poor. Staff commented that weekend refectory services were particularly poor. Students identified difficulties in communication with non-English speaking staff.

Weekly menus were not displayed, nor did the chef have a clear weekly menu. The catering manager was not aware of what was being cooked on a weekly basis and whether the students were being provided with nutritious food each week.

A recent Food Hygiene inspection identified many areas of deficiency. The catering manager said that three members of kitchen staff had not undertaken food hygiene training and that plans were in place to undertake this.

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, 33, 34, 35, 37, 38, 42

The quality in this outcome area is good. Young people are protected by the greatly improved systems for keeping them safe; however staff recruitment practices may still place young people at risk.

EVIDENCE:

No young person identified bullying as an issue. Staff have received training in countering bullying. Policies and procedures are in place. One parent wrote that he was satisfied with how the college manages bullying and the attitudes of the current students.

There is a new central record of child protection issues that brings together all issues raised across the five sites. This system was satisfactory. Full names of contacts to whom referrals are made in SSD were not noted. This could make follow up difficult. All staff have had child protection training and information to overseas families and their host families is much improved. The Southam

child protection team manager has no concerns about the ability of the college to keep young people safe.

A behavioural code is drawn up with students at the excellent 2-day induction programme. There is a new tariff of sanctions not openly shared with students. The senior warden works with young people to decide an appropriate sanction. Young people said that the sanctions were fair. Records are kept and monitored by the residential manager.

Three staff have had training in de-escalation techniques, including physical intervention. The behavioural approach of the staff has meant that there have been no restraints of young people. It is recommended that all staff with residential duties be provided with this training and that the college consider training one member of staff to cascade this.

Young people were confident in making complaints and having them resolved. There is a college wide record of complaints. The residential manager said that complaints about residence were few as there were so many opportunities for informal resolution through student meetings and day-to-day contact. The one notable exception appears to have been that complaints about food are unresolved.

Arrangements and records for demonstrating fire safety were satisfactory.

Young people said that cleaners went into their rooms using keys without knocking. One young person said that during a room search ostensibly for a boy, staff looked in drawers. Student said that staff did tell them when they were to do a room search and that they were present. They had recently been written to about searches involving sniffer dogs with the police. They had no objections to this.

The staff files of four new staff were examined. None of the files contained an actual CRB check. There was a statement to say that a CRB had been seen but no further information about the details of the disclosure. One file showed that the college had not applied for a CRB for one residential warden but accepted an applicant's copy from a previous volunteer post. There was no check with this counter signatory and no reference to support it. There was evidence that verbal confirmation was occasionally sought but not consistently. Written references do not ask for any known reason why the person should not be employed to work with young people. This was identified at CSCI's previous inspection. The inspector was told these had been destroyed.

Students' accommodation is reserved for their use. Over 18's have separate facilities. The campus is open to day students from all walks of life. Security is a focus for staff and student discussions and is satisfactory. One young person wrote that they felt "safe and secure".

CCTV is fitted externally and also within student common areas, the bar and the gym and the under 18 common room. The use of this CCTV is not explicit in student handbooks. One student raised this as an issue. Staff monitor screens in the evening to reduce active patrolling inside the building.

The college has been awarded the ROSPA Gold standard for the sixth year running. There was evidence of good systems for managing health and safety and risks and involving young people in staying safe.

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): 13, 17

The quality in this outcome area is good. Students in crisis are satisfactorily supported and do not experience discrimination.

EVIDENCE:

Students said staff were “top,” “sound” and one spoke highly of his academic tutor. Students have information about how to contact counsellors and external agencies if needed. The welfare meeting is a focus for staff to coordinate action when young people are in crisis and there are links between the senior warden and academic tutors. There was evidence of good support for students through bereavement.

Student wardens focus on activities and are hoping to offer more activities that are not alcohol related. Young people said they wanted more football, video evenings and staff wrote and said that they would like students to take more responsibility for organising activities. . Cross college activities and “night orienteering games” were enjoyed. One parent wrote that activities at weekends were not good whilst another acknowledged that lack of activity could have been due to their child’s “lack of motivation!”

Staff told us of how equality and diversity were being promoted throughout the college. Young people said it was ok to be different and the counsellor supported this view.

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

The quality in this outcome area is good. Students make positive contributions to the operation of the college and there is greater confidence by young people in democratic processes because of the new induction and citizenship agenda. Young people have the contact they need with families.

EVIDENCE:

There are two formal meetings involving young people and their representatives. These are active and young people said they knew about them. There was evidence of issues important to young people being raised at these meetings. Young people said that they were consulted through residential questionnaires but would prefer a consultation meeting with someone independent of the residential staff to take forward their issues.

There is a payphone, Internet access in newer residential blocks and the library. Parents can visit freely. Young people did not raise lack of contact as an issue and parents wrote that they were happy with the way their children were able to contact them freely.

Overseas students wrote that international officers were friendly but they wished teaching staff were more so. One student wrote "some staff are unfair". One parent wrote of the anxiety felt when children aged 16 live away from home and " the college has helped to increase his confidence and made him more responsible"

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

The quality in this outcome area is good. Students' welfare is promoted by the arrangement of residential provision.

EVIDENCE:

Boys and girls sleep in separate blocks. Arrangements for mixed visiting are now negotiated at induction and are reasonable. There has been good progress in this area of trust and risk management including young people since the last inspection.

The college has made some investment in the accommodation. Students and staff wanted an operational swimming pool, better student facilities and a new refectory. The Residential Manager would like to install a quality coffee bar as an alternative to the bar.

Students said that that they liked their accommodation. One parent wrote of that student accommodation within Moreton hall is "old and tired", despite some redecoration.

Two parents wrote that the cleaning was inadequate and that common rooms always looked a mess, décor and carpets tatty. Students spoke highly of the domestic staff. For three students and parents noise at night from other students was a negative issue.

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, 21, 29, 30, 46,

The quality in this outcome area is good. Students have information they can understand provided by the college and "host families" have better information to help them safeguard young people. Training and professional development for residential staff has improved.

EVIDENCE:

The college has made improvements in the way information about the residential provision is provided. This is contained within a number of documents.

The Residential manager reviews the college's risk assessments, sanctions, complaints and accidents in conjunction with staff with specific responsibility for those areas within the wider college.

All six residential wardens have residential accommodation on site. Female student wardens sleep within female accommodation. There is routinely one staff warden and one student warden on duty during the waking hours of the students. This is minimal but neither staff nor students saw this as inadequate and there was no evidence of incidents that had not been managed satisfactorily by calling on other staff on site.

One staff member proposed evening surgeries or involvement from the counselling team to promote earlier contact by students preventing crisis.

Staff now have an appraisal specifically addressing their residential responsibilities. This process has begun. New staff are paired with a mentor to assist through their induction. Training opportunities have improved and training is linked to the needs of the young people. This has included training in negotiation, self-harm, first aid, fire, equal opportunity & diversity and child protection with the last 12 months. Student wardens have a week of induction before other students arrive.

Home stay accommodation is offered in Leamington Spa to students under 18, usually from overseas on short language courses. Systems to ensure people accommodation is safe are now very well established and much improved by providing accessible information in all languages and emergency contact details for families and Child Protection briefing. One host carer said the service could not be improved and spoke highly of the hours put in by the accommodation officer. One young person liked it so much he had already made arrangements to continue his accommodation for a second year.

One parent wrote that they were "very pleased with the way in which the college staff contact us and kept us informed of issues affecting our daughter"

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	X
14	3
15	X
16	3
22	2
23	X
43	X

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

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

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

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

SCORING OF OUTCOMES

Continued

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

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 for action (Serious welfare concerns only)
1	FE4	It is recommended that all staff with residential duties be provided with de-escalation training as previously recommended and that the college consider equipping one member of staff with the accredited skills to cascade this.	
2	FE12	Hold consultation meetings with residential students chaired by someone independent.	
3	FE16	Put in place an action plan/care plan for young people with identified welfare needs that includes basic child information, key staff responsibilities, aims and support packages. (Identified at previous inspection)	
4	FE22	The Catering manager should be able to demonstrate what action has been taken following formal consultation with students.	
5	FE22	Provide an action plan to meet the requirements of the food hygiene inspection of 6 th June 2006.	
6	FE22	Make clear in posters that students may have a larger portion without additional payment.	
7	FE22	All kitchen staff must be trained in food hygiene. (Identified at last inspection)	
8	FE22	Weekly menus should be displayed. Records of weekly menus should be clearly kept.	
9	FE34	CRB checks must be undertaken on all staff prior to them starting work and robust evidence maintained of this check.	

10	FE34	Written references should ask for any known reason why the person should not be employed to work with young people. (Identified at last inspection)	
11	FE38	Make explicit to young people and their parents the use and purpose of CCTV cameras.	

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