



Making Social Care  
Better for People

# inspection report

## FURTHER EDUCATION COLLEGE

**South Tyneside College of Further Education  
Corporation**

**Dr Winterbottom Hall of Residence  
Grosvenor Road  
South Shields  
Tyne and Wear  
NE34 6ET**

*Lead Inspector*  
Trevor Jarvis

*Unannounced Inspection*  
27<sup>th</sup> November and 1st December 2006 10:00

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](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>	South Tyneside College of Further Education Corporation
<b>Address</b>	Dr Winterbottom Hall of Residence Grosvenor Road South Shields Tyne and Wear NE34 6ET
<b>Telephone number</b>	0191 4273666
<b>Fax number</b>	0191 4273996
<b>Email address</b>	winterbottomhall@stc.ac.uk
<b>Provider Web address</b>	
<b>Name of Governing body, Person or Authority responsible for the college</b>	South Tyneside College
<b>Name of Principal</b>	Mr Ken Reay
<b>Name of person responsible for welfare and accommodation of students under 18</b>	
<b>Age range of residential pupils</b>	16 –18 years
<b>Date of last welfare inspection</b>	10 November 2003

## **Brief Description of the College:**

Throughout this report the term 'students' or 'residents' will refer to 16-18 year old students who fall within the scope of this inspection.

The well-established residential facilities at the college were developed to accommodate national and international students attending the marine technology courses at the college. It is easily accessible by car and public transport.

Dr Winterbottom Halls of Residence completed in 1978 is a 360-bed hostel purpose built to accommodate students at South Tyneside College. It offers basic, clean student accommodation.

The College's Statement of Principles and Practice was reviewed on 8 May 2006. The mission statement revised by the new Principal now says, "We are at the heart of the community, committed to helping all individuals to meet their potential and fulfil their aspirations through the development of learning and skills, and to the social and economic advancement of the whole community". This statement extends to their mission in Dr Winterbottom Halls of Residence. Staff endeavour to act 'in loco parentis', which means that as temporary guardians to under 18's living away from home they have to act as a sensible parent or guardian.

Shipping companies sponsor most residential students. Students are employed as cadets and attend the college as the first phase of their training. They then go to sea and return to the college to attend subsequent phases of their training. The shipping companies recruit the students and inform the College which students they will be sending, close to the registration date. The College is not therefore involved in the selection of students. Parents are not involved in assisting young people to select a college. Students are "paid employees" who are undertaking the courses to prepare for a career in the merchant navy. The shipping companies have rules and expectations that are outside of the control of the College, for example that all Phase 1 cadets must live in the Halls of Residence whatever their ages, and that the routines and living arrangements should prepare students for a career in the merchant navy. The majority of students are male and are over the age of 18. The College has strong links with the shipping companies.

The site on which the halls of residence are located is attractively landscaped. There are six accommodation blocks, 2 x 4 storey and 4 x 3 storey. Most floors have a small common room with seating, a sink and cupboards. Meals are taken in the hostel's own large dining room. Most students live in shared double study bedrooms, although single study rooms are available. Bedrooms and common areas are cleaned daily Mon-Fri and clean bed linen is provided weekly. Students have the use of a main lounge with SKY TV and residents can also use a computer suite with 24-hour internet access and recreational area with pool table, table football, table tennis, darts and

computer games machines and a reasonable fitness room. Competitions are organised by staff. At induction students are encouraged to join local clubs and societies for sports and other leisure pursuits. The College has a supervised sports and recreation activity session at the local leisure centre for those students not timetabled on a Wednesday afternoon. The Students' Association supports soccer and rugby clubs with members of staff coaching on the adjacent college field. Coin operated laundry facilities are provided for students to wash their own clothes (6 large washing machines and 5 large driers).

At the entrance to the site there is a reception building where the office is located and the security staff are based. Dedicated security staff are on duty 24 hours a day and they work closely with welfare staff and resident tutors and are easily accessible to students. Security staff patrol the grounds at nighttime and a range of other measures including digital CCTV cameras and lighting are in place to safeguard the students.

Toilet and shower facilities are situated within each house. Welfare staff who are on duty 24 hours a day are easily contactable by staff and residents.

The Halls are situated on the South Tyneside College campus ensuring easy access to learning resources. The site is close to transport links. The college is close to the centre of South Shields where there are a wide variety of shops and leisure resources.

There are six separate blocks within the Halls containing 204 bedrooms with 360 beds of which there were 39 male and one female student under 18.

# SUMMARY

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

This is the second inspection since the introduction of National Minimum Standards for Accommodation of Students under Eighteen by Further Education Colleges following a 36-month cycle.

The College was told there was going to be an inspection and when it would be. It was done over five days in November 2006 and during the inspection the inspector:

- Looked for things that show whether the college is following the rules, like paperwork or by asking a representative group of students who use the residential facilities what they think.
- Talked with a representative group of students. (6)
- Spoke with the three residential tutors.
- Spoke with the Principal of the College.
- Spoke with the Director of Dr. Winterbottom Halls.
- Spoke with the Bursar, Administrative staff, Catering and Ancillary staff.
- Discussed issues of security directly with security staff.
- Looked around the College.
- Joined the young people for a meal
- Watched how the students and staff got along together.

This helped the inspector write this report and the Director, Mr Ken Reay sent CSCI information about the College. He also wrote to the inspector and told him what he thought the College did well and what they could improve upon.

The College has worked hard to address the requirements and recommendations made at the last inspection.

In general the strengths of this College include welfare arrangements for students, which make sure that first rate levels of support provided by conscientious staff are in place at all times.

A wide range of individual sources of support is available to students including staff committed to the wellbeing of students, personal tutors, mentors, coaches, teaching staff and counsellors. In addition independent sources of support, for example Help lines are identified throughout the college.

If shipping companies request a placement for a student from a minority ethnic group then the college is well experienced in meeting the student's spiritual, cultural, health, dietary and social needs within the setting and local community.

There is a sound management team responsible for residential provision, who demonstrated a strong sense of commitment and high expectations of and standards for students accommodated at the College.

There is a consensus amongst staff, and students about accommodation, to the effect that whilst it is recognised that all measures are taken to maintain and upgrade the physical environment on an ongoing basis, the accommodation requires completely modernising to bring it up to date. To this end plans are in place for a rebuild in two years time and a recommended action is made in line with the college's own recognition of the need for improvement in this important area.

The last inspection by DfES was on 14 November 2005.

The last inspection by Fire Service was 31 January 2006.

Date of last inspection by Environmental Health was in April 2006.

Tariffs for Academic Year 2006-2007 are available depending upon single or shared rooms.

The inspector was made to feel welcome by students and staff.

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

The College responds well to the requirements of the shipping companies in relation to preparing young people for a career in the merchant navy. Students recognised that if they weren't able to hack it living in the Halls, then they would not manage at sea. The Halls provide a stimulating environment in which students are able to pursue their studies. Staff understand and recognise students are individuals and therefore provide a challenging but safe haven in which they can develop. Freedom of expression is being encouraged through a caring and supportive approach.

Students in the main respond well to structure and recognise its value in promoting fairness and in developing positive relationships. Wherever possible staff will try to be flexible and imaginative in their approach to group living, recognising the rights of students within the structure of a residential environment.

The Principal provides very clear and excellent leadership and management. This enables the college to provide very effectively for the students and also to develop the provision so that the quality continues to improve. The staff team, which receives clear direction from the Director, is very experienced, cohesive and strong, yet diverse enough so that a range of viewpoints are brought to discussions. They provide clear boundaries and maintain good order on the site. Good practice in the Halls includes providing orderly (but not overly rigid and intimidating) structures and purposeful routines for day-to-day living. There are a number of arrangements in place for meeting with the students to plan, share views, hear and deal with any issues before they build up.

The firm behavioural boundaries set are both appropriate and realistic. If a student does not cooperate, a reminder will be given. If this fails, a verbal



reprimand may be used or advice to take time out and calm down may be given. Staff are prepared sometimes, to relax the rules if enforcing them rigidly means losing an opportunity to do some good work with a student or the group, or if rigid enforcement conveys an uncaring attitude.

Students and staff get on well and enjoy their time together; staff maintain their parental role which the young people sometimes find irksome. They remain dedicated to the Halls running well and to developing the service in order to meet National Minimum Standards for the Accommodation of Students under Eighteen by Further Education Colleges 2002. [NMS] The Director works honestly with his staff, is steady, reliable and well respected and is prepared to be the person of last resort, which sometimes also brings unpopularity.

Young people were able to talk openly and give their views.

A strong feature of daily life is that staff and students spend time together as a group enjoying shared experiences of both recreation and work.

The Director makes sure that all the maintenance jobs that need doing are done straight away so that the college is a safe place to be.

The staff team work with the reality of managing the constant changes in the mix of students.

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

The College has made sure that the rules and paperwork are better and information for people about the Halls of Residence has also been developed, setting out what the College is setting out to achieve and the manner in which care is provided.

Formation of a standing resident's 'House Committee' enabling students to have a greater say in the running of the Halls Of Residence.

Staff have received training in Substance and Alcohol Abuse (MATRIX), Fire Warden Training, Child Protection Training Level 1 completed for all residential staff), First Aid Training, Race relations Amendment Act, Diversity including anti-bullying and Equal Opportunities, Customer Care, and In House training to raise staff awareness as to special responsibilities for the welfare of under 18's.

Installation of Digital CCTV system providing increased protection for students.

42-inch plasma television with Sky channels installed in recreational room alongside a computer suite with 24-hour Internet and intranet access for residents only.

Televisions in each common room (16 in total).

Provision of fresh chilled water in each block.

The garden areas have been made more attractive.

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

Whilst good welfare practices were observed further work is needed to develop several policies and procedures e.g. physical interventions and absent without permission.

In addition to the constructive work, which has been done, the College should create further opportunities for individual students, through for example a student forum to air issues, address discord and have a constructive say in how the Halls are run.

The Director should make sure that students have the chance to sign or write on the sanctions records if they want to. Staff should write down when a student does not want to do this. The staff need extra training in how to deal with student's challenging behaviour that might make them need to be restrained so that any physical interventions that are necessary are safe and follow the rules.

The accommodation blocks require refurbishment.

## **Conclusions and overview**

In this inspection CSCI looks at how well the college follows the rules about the least you can expect from a service (National Minimum Standards). This distinctive service remains in the position where it has to respond to competing requirements. The Halls need to comply with NMS, the requirements of the shipping companies, and the need to accommodate a group of young people, most of who are living away from home for the first time. Expectations from each of these groups do not necessarily meet with ease. Some students thought supervision and support was overly strict, while the NMS expect a degree of support and supervision and the shipping companies want young people to become sufficiently self-reliant to cope with a career at sea.

In this position the College has a tricky balancing act to carry out. Feedback from students was variable, much of the lukewarm comments being focussed on issues that were concerned with living in large groups, such as mass catering failing to respond to individual needs. A few negative comments related to staff failing to respond to health needs. Discussions with staff indicated that they were unaware that the health need existed.

Overall the Halls provide a good service with features of good care being evident. This will need to be supported with detailed policies, procedures and training to ensure that all students access a transparent service that clarifies their rights and responsibilities and those of the staff.

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. The summary of this inspection report can be made available in other formats on request.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

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Scoring of Outcomes

Recommended Actions identified during the inspection

# Being Healthy

## The intended outcomes for these standards are:

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

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

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

6, 14, 15, 16, 22, 23 and 43

Quality in this area is **good**. This judgement has been made from evidence gathered both during and before the visit to this service.

Staff actively encourage students to take an interest in looking after their health and promote healthy ways of living.

Staff make sure that students have access to, and information about health and social issues and support them in using such advice.

The food provided for students shows that the college has a good understanding of what makes up a good balanced diet and catering staff have had training about nutrition and put this into practice.

### EVIDENCE:

An appropriate policy and procedure about alcohol and substance misuse is in place. Clear guidance is contained within the College Code of Conduct. During induction issues regarding alcohol and substance misuse are highlighted for discussion. Due to the nature of the courses undertaken by students, alcohol and any substance use is absolutely discouraged. MATRIX hold drop-in and referral sessions every week in Student Services. Random drug testing is organised by the shipping companies and carried out by appropriate medical

staff. Discussions with key staff concluded that effective relationships with the local police were in place. The inspector was able to meet with two community police officers who were routinely visiting the Halls during the inspection advising students on community safety issues.

Shortly after enrolling at the College students are registered with a local GP practice and there are satisfactory services to secure further medical and dental help as needed. Appointments for students are made as required. Staff are supportive and sensitive in assisting the process. The inspector was assured that competent first aiders were on duty at all times. The College adopts the policy that students are responsible for their own medication, however welfare staff were mindful of the need to be watchful and responsive to students who may require extra support. The indemnity form signed by a parent/guardian, which gives resident staff permission to administer mild non-prescription medicines is kept in student's individual records.

Unobtrusive levels of support are available to students who are identified as unwell. The responsibility for identifying that students are unwell rests either with the student themselves, a peer sharing the same accommodation or by means of a tutor alert when a student fails to arrive at class. In addition ancillary staff who clean the halls would summon assistance readily and rapidly when necessary. The Bursar, or in her absence the Director, visits any resident reporting sick and arranges medical care, contact with parents, collection of prescriptions and ensures appointments are kept and will organise transport to and from GP surgery or hospital.

As previously indicated a broad range of services are available to residential students on both an in-house and external basis in order to address any significant health or personal problems. Staff were able to give examples of their vigilance, identifying and supporting students in particular need of additional welfare provision. It was evident from documentary evidence and consultation with staff that appropriate liaison between the college staff and student's parents had taken place.

Consultation with both welfare staff and tutors concluded that appropriate support was available to students who may experience homesickness.

Food is of a good standard and plentiful. The College ensures that three substantial meals are provided each day for all students and a varied choice is offered. Catering arrangements allow for diverse dietary needs, for example Halal or vegetarian meals. The menu reflects the multi-racial nature of the hostel. Students also have access to a utility room in their accommodation blocks and allowed to have fridges in their rooms. Careful consideration is given to nutrition and the dietary needs of young people. Discussion with the catering staff concluded that special dietary or cultural/religious needs are satisfactorily met. Catering staff are appropriately trained. The Director convened a meeting in November 2006 following complaints by students about

catering. This meeting involved a student, Bursar and the Hostel Catering Manager. As a result the staff made a commitment to introduce more imaginative choices and variety into the menu including, by special request, swordfish steaks.

Fresh drinking water is now available at all times in areas of accommodation.

Currently students who are ill remain within their rooms or would be moved to a spare room should this be necessary. Within the new build the provision of a sick bay will be considered.

# Staying Safe

## The intended outcomes for these standards are:

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

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

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

2, 3, 4, 5, 24, 33, 34, 35, 37 and 42

Quality in this area is **good**. This judgement has been made from evidence gathered both during and before the visit to this service.

The College has a clear procedure for protecting students and is developing good links with the local safeguarding board. Young people confirm that they feel staff are concerned about keeping them safe.

## **EVIDENCE:**

The College now has a policy on harassment and bullying, which defines the



nature of bullying. This policy is also mentioned in the Dr Winterbottom Hall "Information, Rules and Regulations and Residential Students Handbook." Discussions with students revealed that incidents of bullying had not occurred. A more proactive approach has been taken by staff being alert to such damaging interactions as scapegoating, bullying and ostracism. Staff undertook training in anti-bullying in September 2006 and the Director acknowledges this is an area for further improvement.

The College showed its commitment to Anti- Bullying Week (wc 20 November 2006) with a number of initiatives, for example, a news flash on all anti-bullying posters around the College and on an email to students giving details of the campaign. The Child Protection Working Party asked Lecturers to support this initiative taking time to mention the college's stance on bullying during lectures and drawing student's attention to the Anti-Bullying Campaign. Assurances were given that there were no initiation ceremonies, indeed a group of students in discussion with the inspector expressed a sense of disappointment about this, feeling in the past it was part of becoming a seafarer.

Counselling services are far-reaching and accessible to all.

The Child Protection Policy has been revised to meet the requirements of NMS 3. The existing policy does link to Area Child Protection Guidelines [ACPC] and is broad in its scope. Staff have received appropriate training in relation to child protection. A recent incident demonstrated complicated safeguarding concerns being handled appropriately.

An appropriate disciplinary policy and accompanying procedures are in place in the College. The procedures clearly explain the types of behaviour, which would constitute disciplinary measures and the resultant action to be taken.

Where there is wilful and deliberate disregard and intent to break house rules sanctions may be imposed. Such incidents of unacceptable behaviour and any sanctions that are imposed are recorded on students' personal files. The Director imposes most sanctions. Sanctions for minor offences include the temporary confiscation of electrical equipment, imposition of curfew times and community tasks such as picking up litter, tidying up common rooms and cleaning up after boisterous events (shaving foam fights). In one situation where a curfew was imposed after a student went missing one weekend, on his safe return, negotiations with the parent resulted in a 10.00pm curfew with a signing in procedure. There was no evidence of any unreasonable or excessive sanction being used. Also in connection with seeking to maintain orderly behaviour in the group as a whole, and working towards the development of self-control, the Director is currently examining ways of demonstrating to students that behaviour leads to consequences that are evidently linked to the behaviour itself. This means avoiding imposing sanctions, which pain students but they see as having nothing to do with their behaviour. This should increase

the likelihood of students perceiving the policy on sanctions as fair and support staff working practices. The inspector's observations indicated that staff exercised effective control.

The College has a written policy on complaints. This has been extended to meet the specific needs of those students who live in the accommodation. In discussion, students said that they felt able to complain about any dissatisfaction they may have but there was evidence of discussions with student groups that had led to changes in the way the accommodation operated, for example, allowing students to have fridges in the common rooms.

A check of a random sample of staff files concludes, with one minor omission, that staff who have regular contacts with students under the age of eighteen have had appropriate vetting and checks undertaken to ensure that safety and wellbeing of accommodated students is not compromised.

There is a range of security measures in place to ensure that the residential accommodation remains reserved for student use only. Students are welcome to have visitors at any reasonable time providing security arrangements are observed. This includes ensuring that student visitors leave the Halls by 10.30 pm. There is a clear and appropriate policy regarding visitors to college including the signing in and out of visitors and assurance was given that staff were vigilant in ensuring that visitors did not stay on an unauthorised basis. Security staff patrol the perimeter of the college grounds to prevent and deter unauthorised public access. There was confirmation from staff and police of good working relationships. Security lighting is in place.

The indoor and outdoor areas of the Halls were noted to be as far as possible free from reasonably avoidable safety hazards. All student amenities are easily accessible to students and security staff patrol the grounds.

# Enjoying and Achieving

## The intended outcomes for these standards are:

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

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

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

13, 17, 25 and 41

Quality in this area is **good**. This judgement has been made from evidence gathered both during and before the visit to this service.

Students are actively encouraged by staff to take part in leisure activities both inside the college and in the community.

Students are supported to take risks within a risk management framework. This helps to ensure they remain safe while their independence is promoted

### EVIDENCE:

There is a wide and far-reaching range of support staff to whom students can turn to for advice and guidance twenty-four hours a day. These include personal tutors, counsellors and residential welfare staff. Should the need arise, external services can also be contacted. There are telephone numbers of appropriate help lines in student handbooks and information is strategically placed throughout the College and on the College intranet opening page.

The inspector's discussions with both students and staff confirmed that effective communication systems are in place whereby concerns about individual students are shared on a need to know basis whilst maintaining confidentiality.

The Halls continue to accommodate students from around the world. These students are over 18 years of age. Policy and service provision indicates that the college adopts an anti-discriminatory approach.

There was no evidence of onerous demands on student's time.

Students have a number of recreational areas for indoor activities such as pool, table tennis darts and computer games, a small gym and sports fields, which are well used. SKY television is available in the recreational room. Students can access 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)

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

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

12, 18, 20 and 32

Quality in this area is **good**. This judgement has been made from evidence gathered both during and before the visit to this service.

Students are encouraged to keep in contact with their family and staff readily give practical support to make this contact possible.

Staff are comfortable with their role of setting clearly understood boundaries for the students while maintaining a high quality of relationship between themselves and the students.

A range of information is available, which enables students to make a fully informed choice about where they are going to live.

### EVIDENCE:

There is an open door policy for all students to approach senior staff with any issues or concerns. Informal mechanisms are used to elicit student's views and to further develop residential services. The staff are examining the use of informal group meetings open to any and all students at which they can raise any issues.

Payphones to ensure privacy are provided throughout the College. Students wishing to talk with their family about private matters of importance are allowed to use the accommodation office telephone free of charge. Residential

students are allowed to use college internet facilities at evenings and weekends. Parents are welcome to visit at any reasonable time and are contacted concerning key welfare issues with student's consent. Part of the admission process includes visits by prospective students and their relatives to the college prior to their acceptance into the Halls.

If there are significant issues for example of health, homesickness, finance or discipline, the Director, Bursar or resident tutors routinely contact parents by telephone or letter. Frequently parents ring the office or security because a student has not been in touch with them. Staff talk with the student and allow them to ring home immediately from the office telephone.

There are appropriate admission procedures for students. New students are given information regarding college routines and rules in the student handbook. Each student has a written agreement, which sets out what services they will receive in the Halls and at the same time making them aware of what is not covered in their weekly fee. This ensures that students are aware of any additional costs that there may be.

Almost without exception there is firm evidence of sound relationships between staff and students. It was pleasing to note that whatever the nature of young people's views and concerns that staff were respectful, responsive and appropriately sensitive in seeking to sort out any issues.

# Achieving Economic Wellbeing

## The intended outcomes for these standards are:

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

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

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

10, 19, 36, 39, 40, 44, 46 and 47

Quality in this area is **adequate**. This judgement has been made from evidence gathered both during and before the visit to this service.

The Halls of Residence are clean, hygienic and free of any noticeable hazards at the time of the inspection though remedial work is required to most of the rooms. Students have access to a range of bathrooms and toilets. The size, design and the arrangement of the rooms, it is recognised, are no longer suitable for the needs of the students.

### EVIDENCE:

Students are accommodated in blocks according to their age and gender. Each student has a lockable drawer in his or her bedroom. Students have bank accounts and are able to access local banks with ease. The college will

hold money and valuables in exceptional circumstances and appropriate records would be maintained.

The accommodation was originally built during the 1960's and although generally well maintained are not practicable for much longer. The Principal and Director indicated that there plans to rebuild these facilities at a future time. Plans for a new hostel will include en-suite double glazed, high standard bedrooms. This would address the ongoing issues with regard to student's accommodation.

Housekeeping arrangements are satisfactory but students felt that communal areas in the residential blocks are sparingly equipped and would benefit from being furnished to a more comfortable standard. Each student is encouraged to personalise their room with pictures and posters and students are able to have small electrical appliances within rooms. Most students felt keenly that the college should replace blankets on bunk beds with duvets. The accommodation appeared relatively quiet during the evening given the age and nature of the students accommodated. Graffiti and vandalism was noted to be minimal and the inspector was assured that the handyman immediately addressed any identified matters.

The majority of students share a twin bedroom with agreement of both parties. As a result of consulting parents where two 17 year olds share a room and one becomes 18, the parents of the 17 year old are consulted to give permission for the arrangement to continue. The same applies if a 17 year old and 18 year old request to share. Although all bedrooms do have a window with restrictors it is important to note that the condition of most of the window frames was acknowledged to be poor.

There are satisfactory toilet and washing facilities in sufficient number to students, with appropriate privacy. Toilets and showers in the accommodation blocks were noted to be clean and well ventilated. Washbasins with soap, hot water and hand drying facilities are provided adjacent to all toilets.

The college provides a satisfactory laundrette type facility for students to launder their own clothes.

The Hostel Clerk confirmed that under 18 students would not normally be accommodated outside the Halls.

All efforts should continue to ensure that residential accommodation for students is upgraded as outlined within future planning by the college.



# Management

## The intended outcomes for these standards are:

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

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

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

1, 8, 21, 28, 29, 30 and 31

Quality in this area is **good**. This judgement has been made from evidence gathered both during and before the visit to this service.

Staff work well together, are organised and efficient, sharing information and views so that student's care is consistent and well thought out providing a safe and stable environment for the students living there.

Management arrangements at the college ensure that students know what services they should receive and staff are well supported and given guidance by the Director in providing them.

### EVIDENCE:

A wide range of relevant and up-to-date information is available to residential students about all aspects of college life. The College also has information

leaflets, which are sent to parents once the details about new students are received by the college.

A clear departmental line management structure is in place. There are designated members of senior staff who are responsible for the accommodation and welfare of students under the age of eighteen.

The College has a stable staff team who have experience, and demonstrate competence. The staff team is confident and enthusiastic and discussions with all members of staff confirmed they have a combination of extensive experience and skills, which corresponded with the needs of the students who were accommodated. The Director is a hard working, experienced and well-respected leader who has successfully developed the service and improved welfare and career opportunities for students.

The model for risk assessment is robust and where risk activities take place on a regular basis these are reviewed regularly and appropriate records kept. Clearly reasonable action to minimise risks is identified. There was no evidence that restraints or unreasonable sanctions are employed.

There was evidence to show that current supervision levels are sufficient and members of welfare and security staff work together as a team and carry out checks of student's accommodation blocks at periodic intervals. The whereabouts of staff during the evening and during the night are known to students should they need assistance. Staff were able to demonstrate that students under eighteen are not allowed to stay away from their accommodation overnight without parental consent and potential harmful behaviour is appropriately dealt with by staff in liaison with parents.

All staff who work in the Halls have job descriptions that outline welfare responsibilities. Staff have received induction training, which includes welfare and protection issues. There was evidence that staff have completed in-house training.

Residential staff are provided with appropriate information, which enables them to safeguard and promote the wellbeing of the students in their care.

# 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>	3
<b>24</b>	3
<b>26</b>	X
<b>27</b>	X
<b>33</b>	3
<b>34</b>	3
<b>35</b>	3
<b>37</b>	3
<b>38</b>	X
<b>42</b>	3

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>11</b>	X
<b>13</b>	3
<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>	4

<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>	X
<b>46</b>	N/A
<b>47</b>	N/A

# SCORING OF OUTCOMES

## Continued

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

Are there any outstanding recommendations from the last inspection? NO

### 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	The College is to complete work on the development of a policy, procedures and guidance around the use of physical restraint.	30/06/07
2.	FE5	A written record of complaints and their outcome is to be kept and regularly reviewed by a senior member of staff.	30/06/07
3.	FE12	Efforts to continue to enable students to contribute to the operation of residential provision at the college through meetings and suggestion boxes.	30/06/07
4.	FE28	The College is to develop an absence without permission policy framework as a foundation for their current guidance notes.	30/06/07
5.	FE33	The College is to develop guidance on searching student's bedrooms or possessions.	30/06/07
6.	FE36	All efforts should continue to ensure that residential accommodation for students is upgraded as outlined by the College within the estimated timescale of 2008.	30/11/08

## **Commission for Social Care Inspection**

South Shields Area Office

4th Floor

St Nicholas Building

St Nicholas Street

Newcastle Upon Tyne

NE1 1NB

National Enquiry Line:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

Web: [www.csci.org.uk](http://www.csci.org.uk)

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