



*Making Social Care
Better for People*

inspection report

FURTHER EDUCATION COLLEGE

Chichester College

**Main Reception
Westgate Fields
Chichester
West Sussex
PO19 1SB**

Lead Inspector
Mrs L Driver

Announced Inspection
27th February 2006 09:00

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

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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 Chichester College

Address Main Reception
Westgate Fields
Chichester
West Sussex
PO19 1SB

Telephone number 01243 786321

Fax number

Email address

Provider Web address

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

Name of Principal

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

**Age range of residential
pupils** **16 years to 18 years.**

**Date of last welfare
inspection** 23rd January 2003

Brief Description of the College:

Chichester College is a general College of Further Education located in the city of Chichester, West Sussex. The college also owns a site on the outskirts of Pulborough, known as the Brinsbury campus. The management of both sites comes mainly from the Chichester site. Education facilities and accommodation are based on the two sites.

The college is one of largest of its type in England and caters for students from the UK and abroad. Accommodation for 16 to 18 year old students is on site at Chichester and Brinsbury plus home stay provision. Accommodation consists of single and twin-bedded rooms. Home stay provision is in the Chichester area close to the college.

SUMMARY

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

The inspection was carried out over 4 days by two inspectors. Pre inspection planning consisted of requesting feedback from local agencies such as EHO, Fire service, Social and Caring Services and from the students who are currently living in halls of residence or in host families. At the time of the inspection no response had been received from Fire, Environmental Health Service or Social and Caring Services. A written response was received from the Chairman of Governors and voiced no concerns. The return percentage for student surveys was low with approx 20%. Parent and staff questionnaires were also sent out, again with a low response. Areas identified by parents have been addressed as part of the inspection process.

The inspection consisted of viewing files, documents, policies and procedures, together with interviewing staff who have roles and responsibilities in accommodation. Senior management was interviewed including the Principal and Deputy Principal. Discussion groups with students who live in the accommodation were carried out. A tour of accommodation at both sites and visits to host families were also carried out.

Policies and procedures are mirrored at both, Chichester and Brinsbury campuses.

The Programme Manager Student Support, Ms A Nixon, and Accommodation Services Supervisor, Ms K Eason, were exemplary in their commitment to ensure the inspection process went smoothly and worked openly and cooperatively with the inspectors all through the inspection. Their assistance in the pre inspection planning was greatly appreciated and evidenced their commitment to providing a well-organised inspection.

The report is written jointly for both sites, however, where there are differences or concerns relating to one specific site this is identified in the report.

In the week following the inspection contact was had with both the local Fire Service and Social and Caring Service. Both services stated the college worked well with their agencies and voiced no concerns. The Fire service had visited the college in the week following the inspection to discuss the difficulties with the fire alarms being set off in Woodlands accommodation, as reported in this report. The fire officer was happy with the commitment the college showed in working with the fire service to rectify the on-going problem of some students setting off the alarms.

The inspection resulted in five Recommended Actions, and the inspectors noted that all five had been actively addressed during the week following the inspection. The college provided CSCI with an action plan plus evidenced the work carried out at the return visit the inspectors made a week after the inspection.

What the college does well:

The college focus is providing individual education, care and support for each student. The inspection evidences that it achieves highly in the majority of National Minimum Standards for Accommodation of Students under eighteen by Further Education Colleges. Here are some of the areas of good practice;

The college provides a wealth of information for both students and parents about college life and the accommodation provision.

Current investment in a new student support centre.

Dedicated accommodation staff who provide an excellent service.

Termly interviews with students regarding welfare and curriculum issues.

24 Hour security of the campus sites.

Provision of in house counselling service.

The Colleges Governing body has a designated Governor linked with Student Support.

The college has received national recognition for its "Student Voice" principles.

Student consultation and involvement innate part of college strategy.

A dedicated Risk Management Group on which accommodation services and residential risk is represented.

Residential students are represented on many boards and groups across the college.

A good range of catering facilities in place.

Evidence of continued investment in the halls of residence.

Good management structure.

What has improved since the last inspection?

Accommodation facilities at both the Chichester and Brinsbury campus have improved since the last inspection.

Activities provided for students have increased with a designated member of staff (Student Activities Co-ordinator) responsible for organising events.

Regular consultation with students has improved the food provision. The catering manager has worked hard to provide a varied and nutritious menu that students enjoy.

What they could do better:

The college has two main areas that fall below the National Minimum Standards in a major way, recruitment and child protection. The college must revisit, review and act as a matter of urgency their staff records to ensure all staff have been subject to a Criminal Records Bureau check. The colleges recruitment process historically had many deficits and immediate work needs to be carried out to ensure staff records are in accordance with the recommendations of the Department of Health document Accommodation of Students under 18 by Further Education Colleges. Home stay families need to be in receipt on CRB checks and a more thorough assessment of their suitability needs to be in place, such as references, work history and CV's.

The college needs to update staff on child protection training to ensure they are working in accordance with local and national protocol. This training must include staff who hold senior levels of responsibilities in the accommodation and welfare areas of the college. Brinsbury Campus must have staff who have had child protection training and are competent in dealing with child protection issues.

Accommodation staff must be aware of any surveillance systems in home stay families that impose on students privacy and act accordingly.

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

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office.

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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): 6,14,15,16,22,43

Provision for students to maintain a healthy lifestyle is in place. The college continues to develop its provision for student access to medical assistance. Catering is of a high standard with students being included in the decision making of the food provision.

EVIDENCE:

The college has a policy for drink and substance abuse and misuse. The policy clearly states the action taken if a substance was found on a student or in their room. The sanctions used were clearly stated. Feedback from staff and students did not give cause for concerns regarding this area. All students spoken with were very well informed of the colleges policy.

The college has very close links with the local Police force who are used for advice as well as for enforcement of the law and were seen on site during the inspection liaising with college staff.

The inspector noted the high levels of students who smoke and found this an area of concern. Provision is made for students to smoke in designated areas, but it is advised that an alternative area, rather than outside the main entrance of the college be proposed. The inspector was informed that the local council is implementing "Clean Air Awards" and that the college is striving for a silver award.

The student handbook gives clear information of the colleges expectation that all students register with a local GP and dental service if necessary. International students are given support to carry out this procedure. Staff will attend appointments with students if requested and records kept in the halls of residence contain information of any illnesses and the action taken. Currently the college is looking to recruit a qualified nurse who will be available to

students on a daily basis. There are many college staff with a first aid qualification who will act accordingly in the absence of a nurse. Students are asked to complete a medical form prior to arriving at the college, however the college needs to look at the depth of information provided to ensure staff are well informed. This specifically relates to Brinsbury campus where there are some students with social and behavioural problems as well as medical needs. The Halls of Residence do not have a designated area for sick students, they will go to their own rooms. Staff on duty at the halls of residence will provide care and ensure the student is checked on a regular basis supervising the administration of medication if necessary. The inspector heard of no concerns from students about the medical provision however some parents did voice their concerns about students having to go to hospital/GP on their own. The inspector was informed that the college does try to ensure that all students have an adult with them when going to the hospital as an emergency.

Home stay students are supported by their host families in accessing medical help if needed, or the college staff will assist. Host families confirmed this during visits made by the inspector.

A member of staff sleeps in at night in both accommodation sites and students can access them if they are ill during the night. Records showed and students confirmed that levels of sickness is minimal.

Students have access to snacks and drinks outside the catering hours of the main kitchens. Provision of a suitable kitchen area in Woodlands is an area that the college could develop. Currently students have access to a microwave and many vending machines for snacks and drinks. Students are also permitted to have kettles in their individual bedrooms that are checked by the maintenance department at the beginning of the year. There is no area in Woodlands where students can store food in a fridge, except for the one in the staff sleeping in room, which is not appropriate for students to access. Provision of fridges should be carefully considered.

An outside company, Scolarest, has the catering contract at both sites. Food provision at both colleges is very good, however this does not reflect the results of the student questionnaires, which indicated the majority of students felt the food was average or poor. A small percentage of parent feedback also voiced concerns about the food provision on their children's behalf. The inspectors took lunch and breakfast during the inspection on many days and found the food provision to be of a very good standard. These meals were taken with students who voiced no concerns about the food provision, in fact the opposite. Portions were large, meal choices plentiful and nutritious content was good. The inspector spoke with the Catering manager who puts in a lot of time and effort to ensure the food provision is healthy but also what the students wish. She has regular focus meetings with the students to discuss any area around the food provision. Currently she is having monthly meetings with students at Woodlands and stated that there have been no major criticisms for the last four months. She is committed to ensuring the students voice is heard and will act accordingly to meet their suggestions. The college has large

numbers of international students and those the inspector had lunch with were happy with the food choices. Portions are good, with one student seen to eat 10 roast potatoes!! with his meal. There is a good choice of both hot and cold food, with snacks or fast food also available. The canteen is a busy area that is very well organised and friendly. Both students and staff eat here. Residential students are provided with swipe cards that have a specific amount of money each day put on them which can be used in the campus shop for food as well as the canteen. Students stated the amount of money was sufficient to get a good days supply of food. The amount is based on students getting three meals a day thereby encouraging healthy eating.

The catering manager confirmed that all catering staff are up to date with food handling courses and that there are no outstanding recommendations resulting from the last environmental health service inspection. The catering department carries out its own risk assessments and these are reviewed every six months or yearly. The catering manager stated she felt the food provision had moved a long way in the last year and she is proud that they have turned a corner in providing what the students want.

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

The college has necessary procedures in place to protect the students and keep them safe **except** for their recruitment procedure that has deficits. Recruitment is an area of concern and one that needs addressing as a matter of urgency. Current recruitment practice is sound, however historically it had many deficits and now the college must ensure they bring all staff up to date with appropriate checks. Child Protection training needs to be updated and to include staff at both sites.

EVIDENCE:

Recruitment procedures at the college showed deficits. Records of staff working in accommodation at both Chichester and Brinsbury sites were checked and ranged from mainly poor to satisfactory. Some staff who have unsupervised access to students are not in receipt of Criminal Records Bureau checks, some who do have the incorrect level of checks, references were not in place, no work history, poor practice in questioning gaps in employment, and

no procedure for internal applications. Evidence of the old Police checks and list 99 checks are in place for some staff but these are long out of date and inappropriate to certain roles. It is poor practice that this has not been addressed before now. A sample of home stay families were also checked and no CRB's were found on file. It was stated that they were carried out but the inspector could not see any evidence of them on file. It is also concerning that contract cleaners who work at Woodlands and Brinsbury do not have CRB checks in place. The college needs to develop its recruitment procedures for home stay families, as current practice is not to ask for any work history or references. An assessment of the family needs to include these areas, along with a CRB check.

The lead inspector had a meeting with the Deputy Principal in the Principals absence, to raise these concerns. He took them on board and stated he would ask the HR department to address them immediately.

The inspectors were concerned to the degree that they re visited the college a week following the inspection to see what steps the college has taken to rectify the situation.

On return to the college the inspectors spent time with the HR department, the Principal and senior managers. The inspectors were informed of and shown the vast amount of work the college had done to rectify the concerns identified during inspection. It is to be noted by the reader that the college has followed a robust recruitment procedure over the last 12 months, but historically staff were not subject to such procedures. The college does acknowledge it was a slow in checking staff records of staff who have been in employment for longer than one year. This has now been rectified.

The head of HR has attended a course, following the inspection, on "safer recruitment". All contractors have or are being processed for criminal record bureau checks. There are new systems in place to identify when CRB renewals are due.

In general it is felt that the college had moved forward significantly since the inspection with processes in place that will ensure all staff have been subject to correct checks.

It is not felt that a further visit is necessary.

Child Protection is an area that falls well below the national minimum standard, as the current recruitment situation does not provide maximum protection for students. The Vice Principal is the designated lead for Child Protection across both sites. He has much contact with the local social and caring services but indicated not usually concerning students who live on site. The inspector viewed the colleges child protection policy and commented on the need to bring it up to date (minor amendments) and to ensure any staff referred to in it as a contact are suitably trained and efficient in dealing with child protection referrals. It is recommended that staff training be updated and to ensure there are staff at Brinsbury who have had training. Currently there are no staff at Brinsbury with Child Protection training. This is a deficit that needs addressing. A copy of the West Sussex Child Protection folder is on site at Chichester

however it must also be provided on site at Brinsbury for staff to refer to. Child protection training needs to be offered to all staff working in the halls of residence. Some have previously received it but it now needs updating plus those staff who hold main responsibilities for the welfare of the students living on site or in home stays need to complete suitable training.

Out of 25 student feedback forms 23 stated they were never bullied and 2 hardly ever. Student discussion groups resulted in no concerns around bullying at the college. Staff stated that any incidents reported to them are dealt with in accordance with the college's policy on harassment, discrimination and victimisation. The policy clearly states the detailed measures the college would take to resolve any of the above. Details of a code of conduct are printed in the student's handbook, and the student's diary to provide a clear understanding of what is expected of them. Feedback from parents evidenced the need for the college to ensure parents are well informed of the college's policy. Both students and staff spoken with felt there was very little bullying at the college and this is reflected in the student's feedback and discussion group's results. Student questionnaires also showed that there are many adults they would go to if they were unhappy. Both Halls of Residence have implemented termly welfare interviews with a designated mentor who makes contact with the student's academic tutor for feedback. This is evidence of good practice. The college has a comprehensive disciplinary policy that is currently activated. Discussion around this evidenced the college's commitment in ensuring students are listened to and action is taken. Student feedback evidenced that punishments are handed out fairly. Parent feedback stated that the college was sometimes a little slow to react, however the college's procedures for dealing with disciplinary issues follow strict course of action that could appear to be time consuming to some. The college places great emphasis on the student voice and achieves well in this.

The college has a comprehensive complaints procedure in place that could be made more visible in the halls of residence especially at Brinsbury. Parent feedback evidenced that the majority of parents knew how to make a complaint, however some stated they did not. Students felt they would go to their academic tutor or their accommodation officer to voice a complaint. The Principal deals with complaints of a serious nature, other complaints by senior members of the staff.

The college carries out comprehensive risk assessments on all high-risk areas and activities and the inspector noted no concerns. All appropriate and legal procedures are in place for fire safety. Students at both sites were very well informed of fire evacuation procedures. Woodlands has an on-going situation with fire alarms being set off by students, 31 times since September 2005. This is a great concern to both staff and students. Staff are actively working to address the situation. The inspector spoke with the Health and Safety Officer who evidenced his commitment to keeping the college up to date with new legislation and ensuring the continued safety of the students at both college sites. He visits the Brinsbury site weekly.

The college has CCTV in place that does not compromise student privacy. Security staff are employed who have completed relevant training. Student residential accommodation has 24 hour staffed reception area. Student accommodation is for their sole use, not for the use by other day students; the accommodation staff on duty monitors this closely. There are good systems in place to know of the whereabouts of each student. The college must ensure that students privacy is not compromised in home stay provision and visits by home stay advisors are aware of this and address it accordingly if necessary.

Following the inspection contact was made with local fire service who stated they had met with the college after the inspection to discuss the on going problem of the fire alarms. The fire officer told the inspector that the college is committed to stopping the few students who set off the alarms on a regular basis, and stated that the fire service will continue to have talks with students when they arrive at college. Other strategies are to be out into place and it was noted that both the college and fire service are working closely together to find a solution to this problem. It appears to be a few students repeatedly causing the problem, however identifying those students is the difficult area.

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):

The college provides a wide range of activities for students to participate in, organised by a designated member of staff, The Student Activities Co-ordinator. The college achieve highly in ensuring that all students do not experience discrimination of any kind. The provision for International students in ensuring they are supported on a daily basis is excellent. There are no onerous demands on students, there is a good balance of academic and free time.

EVIDENCE:

Student feedback, in general, indicates that there are sufficient activities on offer. Discussion groups with students also confirmed this. The inspector spoke with the student activities co-ordinator and found her to be very committed to her role; an ex Student Union President of the college and still committed to supporting the current student union. The college has a reputation for being one of the best Student Unions in the country. The college has also won the "Queens Anniversary Prize for Higher and Further Education" and had just collected the award from Buckingham Palace. Activities are organised for the whole week and Chichester campus. However at Brinsbury most students only board on a part time basis, so activities are less in number. The student activities co-ordinator informed the inspector she meets with students at the beginning of each year to discuss possible activities. Examples of activities offered include, rock climbing, football, ice skating, karaoke evenings and trips abroad. A recent trip abroad was to Paris, those students who went spoke of happy times. There is a high uptake of all activities organised. The college has employed a designated member of staff, specifically for the accommodated students on a Sunday from 3pm to 5pm, to provide sporting events. Risk assessments are in place for high-risk activities. On site provision for activities/recreation at Chichester is better than that at Brinsbury, although the

college has worked hard to increase the provision at Brinsbury since merging with it over three years ago. Feedback from students at Brinsbury indicates that there are not enough activities and some commence too early in the evening when they are still finishing their jobs/courses and taking a meal. Students at Brinsbury are transported to the Chichester site on some evenings to join in activities.

The college has a policy against Bullying, Harassment, Discrimination and Victimisation that is sound. The inspector heard of no incidents of discrimination during the course of the inspection. The college work hard to ensure International students have specific staff, many of whom speak second languages, to go to for support and concerns.

There are many well-organised departments in the college who can offer individual support to students. The International students are provided with a wealth of support specific to their culture and needs. UK students have the benefits also of accessing and being provided with a wealth of support. This is an area the college is commended for.

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

The student voice is to be commended at the college and one the college is suitably proud of. Students receive information about the college prior to arriving that informs them of the college life and what is expected of them in regards to acceptable behaviour. There are sound relationships between staff and students.

EVIDENCE:

The college aims and achieves in making the students very active in all parts of the college life. Student representatives are visible at all levels of the college life, from the students union to a student governor who is a full member of the College's Governing Body. The many forums that students sit on is seen as very positive practice by all staff spoken to during the inspection. The Principal is committed to ensuring the students contribution is extended in the college. This area is to be commended.

There is a wealth of information for both students and parents to read prior to arriving at the college. Information about the academic side of the college, the accommodation and the home stay provision. There is also a student handbook and diary that provides relevant information. Feedback from some parents indicated they were not provided with information about how to make a complaint and other college policies. The college is advised to ensure all parents receive the necessary information.

Students are not restricted in making contact with family or friends. All accommodation has a payphone, although in practice most students use a mobile phone. The location of the payphone in Woodlands does not provide sufficient privacy, and is an issue the accommodation staff are looking into. The college welcomes support from families and maintained links with

International families through liaison officers if necessary. There are staff on site who provide translation support.

During the inspection the inspectors noted that all staff were professional and appropriate in their relationships with students. Staff have strict boundaries that they are well informed of and disciplinary action is taken if staff over step their professional boundaries.

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

Residential provision ensures students have satisfactory living and sleeping accommodation that is well resourced and offers privacy. The college has good provision for students to purchase personal requisites and food. Laundry facilities have recently been improved.

EVIDENCE:

Students under 18 years of age accommodated on both campuses are designated separate halls of residence. No discrepancies were noted in the quality of accommodation for different genders. Communal areas enable both genders to mix socially. Home stay students are accommodated in either single rooms or in twin rooms with students of the same gender, but not with adult students. Visits to five home stay residences evidenced the good provision on offer, although variable, but all to a good standard.

The college makes adequate provision for the protection of student's personal possessions and assistance is given for those wanting to open bank accounts. It is the college's policy to notify the police should anything go missing, although the inspector heard of no concerns around this.

Student guided tours of both halls of residences were carried out. Both provide good quality accommodation and recreational facilities. Much work has gone into upgrading the accommodation since the last full welfare inspection.

Students at the Brinsbury site have access to a kitchen area that students at Woodlands do not. Bedrooms were found to be satisfactory in size and décor with much evidence of personalisation by the current students. Communal

areas are very well resourced. Students and staff both confirmed that maintenance issues were addressed in a satisfactory timescale. Both tours resulted in no immediate health and safety concerns. Both sites provide adequate washing and toilet facilities. There are currently some problems with the showers in Woodlands that are being addressed. Some bedrooms are en-suite. All provide privacy for the students.

Both accommodation sites have laundry facilities; the provision at Woodlands was being upgraded during the week of this inspection. The college's central laundry provides a service for bedding and the individual laundry rooms in the halls of residence enable students to do their personal washing.

There is a college shop and plenty of vending machines for students to purchase personal requisites and food whilst at the college. The location of the Chichester campus enables students to access the city's main shopping area by foot, as it is only a short walk from the college grounds. The Brinsbury Campus location is rural and is somewhat isolated but provision is made for students to buy requisites and food also.

Management

The intended outcomes for these standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.(NMS 1)
- The safeguarding and promotion of students' health and welfare are supported by appropriate records.(NMS 7)
- There is clear leadership of residential provision in the college.(NMS 8)
- Crises affecting students' welfare are effectively managed.(NMS 9)
- Risk assessment and college record keeping contribute to students' welfare.(NMS 21)
- Students are appropriately supervised during free time.(NMS 28)
- Students are adequately supervised by staff.(NMS 29)
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.(NMS 30)
- Students are looked after by staff following clear residential and welfare policies and practice.(NMS 31)
- The welfare of students placed by the college in lodgings is safeguarded and promoted.(NMS 46)
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short-stay basis.(NMS 47)

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

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

The college has a statement of principles relating to residential provision that gives clear information to both student and parents. There is a sound and effective management structure at the college that students and staff are well informed of. Management of the college and students is carried out by committed staff whose main focus is the students welfare. Some areas need addressing to ensure maximum protection is achieved.

Care of the students welfare can be increased by the college addressing the deficits in recruitment checks and child protection.

EVIDENCE:

The college has a wide range of written information for both students and parents to enable them to gain a good understanding of what the college has to offer and what is expected. Information about the colleges principles and practices is also available. There is separate information relating to

accommodation and home stay facilities. Staff are provided with and have access to structured policies regarding their employment and roles and responsibilities. A staff handbook provides the relevant information to enable staff to carry out their roles in accordance with college principles. Information regarding welfare support is provided across the wide range of prospectus and handbooks. As noted in previous text some parent feedback indicated they were not in possession of relevant information relating to their child's stay at the college.

Each student is asked to complete a medical questionnaire prior to taking up a place at the college. This details all relevant information needed regarding next of kin, medical details, vaccinations and allergies. Records are kept at individual halls of residences and hand over times give staff the opportunity to pass on relevant information on a daily basis. A database also holds students details, and can be accessed by staff. Records are kept of all accidents and incidents. It is not the policy of the college to administer medication.

There is a very clear and sound staffing structure for the accommodation provision at both sites. Ms A Nixon, the Programme Manager and the Accommodation Services Supervisor, Ms Kate Eason, work very closely together and are visible in the halls of residence on a daily basis, at Brinsbury on a weekly basis. Designated staff are in place for the home stay provision and report directly to Ms Eason or Ms Nixon. Staff interviewed stated they had much confidence in their managers ability and were complimentary about the support they received. The accommodation department works closely with other departments in the college to provide the appropriate level of support for each student.

Major crisis are covered by a risk assessments plan and procedures to follow, providing protection for the students. The inspector heard of no incidents where the major crisis plan has needed to be activated. Risk assessments also cover medical crisis. The college has a very effective risk management committee and programme. Records seen by the inspector and discussions had with staff evidenced that the college was diligent in this area of welfare.

A team of committed staff, at both sites, looks after students. Staff receive induction training and are offered other relevant training they can access. All students know whom they could go to if they needed help or advice and voiced no negative comments about staffing. Numbers of staff are appropriate and many current staff have worked at the college for some considerable time so are experienced and well informed to refer students onto the relevant departments. Staff have sound policies and procedures to enable them to fulfil their roles. All staff are supervised and undertake yearly appraisals. All staff interviewed appeared confident and well informed of the colleges policies and procedures.

Home stay advisors who visit each home on a regular basis support students who use the home stay provision. Home stay students have access to all the colleges facilities if needed. However, current recruitment issues and child protection issues, identified earlier in this report, highlight the fact that the college could do better in safeguarding students welfare.

The college has two counsellors who work in accordance to their own professional code of conduct. They have a designated area within the college that at present needs to be upgraded to ensure it is sound proof.

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	4
14	3
15	3
16	3
22	4
23	3
43	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	4
3	1
4	4
5	4
24	4
26	N/A
27	4
33	4
34	1
35	1
37	4
38	4
42	4

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

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	4
18	4
20	4
32	4

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
10	4
19	4
36	3
39	3
40	3
44	3
45	4

SCORING OF OUTCOMES

Continued

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

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	FE35	The college needs to ensure all staff are recruited via a robust recruitment procedure that provides maximum protection for students, including home stay families.	30/03/06
2	FE34	The college must ensure that all staff working with students under 18 years of age are in receipt of a CRB check. This includes home stay families and contractors such as cleaners.	30/03/06
3	FE3	The college must ensure that all staff with responsibilities for student welfare have up to date child protection training.	30/07/06
4	FE3	The college must ensure that there are staff on both sites with child protection training who are confident in carrying out their roles.	30/07/06
5	FE38	Home stay advisors need to be aware of any surveillance systems in homes that may compromise students privacy and the college must act accordingly.	30/03/06

Commission for Social Care Inspection

Worthing LO

2nd Floor, Ridgeworth House

Liverpool Gardens

Worthing

West Sussex

BN11 1RY

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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