

# inspection report

Further Education College Or Boarding School  
for Pupils aged 16+

## **Wiltshire College Lackham**

Lacock

Chippenham

Wiltshire

SN15 2NY

4th May 2004

## **Commission for Social Care Inspection**

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

### **The role of CSCI is to:**

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

## **Inspection Methods & Findings**

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

### **The 4-point scale ranges from:**

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

**COLLEGE INFORMATION****Name of College**

Wiltshire College Lackham

**Address**

Lacock, Chippenham, Wiltshire, SN15 2NY

**Tel No:**

01249 466800

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01249 466821

**Email address:**

BobTurner@wiltscoll.ac.uk

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

Wiltshire College

**Name of Principal**

Mr George Bright

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

Mr Bob Turner

**Is the Establishment a Boarding School whose pupils are all aged over 16?**

NO

**CSCI Classification**

Futher Education College

**Type of college****Date of last welfare inspection:**

NA

<b>Date of Inspection Visit</b>		26th April 2004	<b>ID Code</b>
<b>Time of Inspection Visit</b>		10:00 am	
<b>Name of NCSC Inspector</b>	<b>1</b>	Rosie Hodgson	097235
<b>Name of NCSC Inspector</b>	<b>2</b>	Wendy Anderson	
<b>Name of NCSC Inspector</b>	<b>3</b>	Martin Davis	
<b>Name of NCSC Inspector</b>	<b>4</b>	Mary Collier (Pharmacist Inspector)	
<b>Name of Lay Assessor (if applicable)</b> Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.		NA	
<b>Name of Establishment Representative at the time of inspection</b>		Mr Bob Turner	

**Introduction to Report and Inspection**

**Inspection visits**

**Brief Description of the college and of accommodation for students on site and in any lodgings arrangements**

**Part A: Summary of Inspection Findings**

**What the college does well in accommodating students under 18**

**What the college should do better in accommodating students under 18**

**Conclusions and overview of findings on accommodation of students under 18**

**Notifications to Secretary of State**

**Implementation of Recommended Actions from last Inspection**

**Recommended Actions from this Inspection**

**Advisory Recommendations from this Inspection**

**Part B: Inspection Methods Used and Findings**

**Inspection Methods Used**

**1. Welfare Policies and Procedures**

**2. Organisation and Management**

**3. Welfare Support**

**4. Staffing**

**5. Premises**

**Part C: Lay Assessor's Summary (where applicable)**

**Part D: Principal's Response**

**D1.1. Principal's comments**

**D1.2. Action Plan**

**D1.3. Principal's agreement**

## INTRODUCTION TO REPORT AND INSPECTION

Further Education colleges accommodating students under 18, or arranging accommodation for them, are subject to inspection by the National Care Standards Commission (NCSC) to determine whether the welfare of students under 18 is adequately safeguarded and promoted while they are accommodated at or by the college.

Inspections assess the extent to which the college is meeting the National Minimum Standards for Accommodation of Students under 18 by Further Education Colleges, published by the Secretary of State under Section 87C of the Children Act 1989, and other relevant requirements of the Children Act 1989 as amended.

These standards for Further Education Colleges also apply to boarding schools whose pupils are all aged 16 or over.

This document summarises the inspection findings of the NCSC in respect of Wiltshire College Lackham. The report concerns only the accommodation and welfare of students under 18 accommodated at or by the college, not the college's accommodation or provision for day students or adult students.

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Recommended action by the college
- Advisory recommendations on welfare of students under 18
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- The Principal's response and proposed action plan to address findings

## INSPECTION VISITS

Inspections are undertaken in line with the agreed regulatory framework under the Care Standards Act 2000 and the Children Act 1989 as amended, with additional visits as required.

The report represents the inspector's findings from the evidence found at the specified inspection dates.

## **BRIEF DESCRIPTION OF THE COLLEGE AND OF ACCOMMODATION FOR STUDENTS ON SITE AND IN ANY LODGINGS ARRANGEMENTS**

Wiltshire College was launched on 1<sup>st</sup> November 2000 as a result of the merger of Chippenham, Lackham and Trowbridge Colleges. Wiltshire College provides for some 30,000 students. It is the Lackham campus with its residential accommodation for 16-18 year old students and the arrangements made to safeguard their welfare that is the focus of this inspection. This campus is located in farmland, 3 miles from the town of Chippenham.

Lackham offers traditional land-based courses, as well as an expanding range of further education and higher education courses. The site provides residential accommodation for up to 72 students in this age bracket. At the time of the inspection 68 under 18 year students were in residence, with 40 males and 28 females. In addition a small, variable number of under 18 year olds may live in college accommodation when they are on a week's 'yard duty' at the equine centre, or 'farm duties' when they are required to be on duty early in the mornings and in the evenings. Some students may also live in lodgings in the nearby towns but the college does not make these arrangements. Most students are from Wiltshire.

The student accommodation is on a compact site housed in 10 hostels with up to 8 students per hostel. Student services are located at the centre of this complex with wardens, admissions staff, counselling services and the management team close at hand. There is a new residential block for 46 over 18-year-old students in an adjacent building. This block has 4 bedrooms adapted for wheelchair access. The Avon Centre, located between the under and over 18 accommodation blocks is a focal point for students during the day and in the evenings when a variety of entertainments are organised. It houses the coffee shop, college bar with games machines, snack machines, pool tables and internet access. There is a separate college canteen. There is also a sports hall and a fitness room on site.

Prior to the merger of the three colleges, Lackham campus accommodation had been seriously neglected. Since merger, investments in a new hostel accommodation block for older students 18+ as well as a refurbishment programme in the accommodation for under 18 year olds has brought significant improvements.

The Lackham campus encompasses a large rural site with farmland, a working farm, equestrian centre, pet and small animal unit.

## PART A SUMMARY OF INSPECTION FINDINGS

### WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

- There was a great deal of support offered to the students through several departments of the college. Most of the students said there were many people on the staff whom they felt they could trust and go to for advice and support. The college provides support to students in residence through a wardening system and other services, which can offer help with personal problems or concerns. Most students referred to preferring to go directly to the senior warden or assistant warden if there were any concerns about accommodation and they are to be commended for their approachability. Students spoken to described their experience of the college generally in very positive terms. Health care is managed appropriately. Staff and young people described a positive sense of community where members 'looked out' for one another. Inspectors observed many positive interactions.
- Feedback from parents and students indicated that the college has achieved a good balance in providing a level of care that is suitable for the young people whilst allowing them appropriate independence. 14 out of the 15 parents who replied to questionnaires completed as part of this inspection reported that they were either 'very pleased' or 'quite satisfied' with the way that their son or daughter is cared for at the college.
- The arrangements for accommodating students are welcomed by the young people and their families as an opportunity to be on site and to avoid lengthy travelling times. The accommodation available is seen as very basic but economical. The college is planning a redevelopment of its residential provision and has recently secured funding for this. Staff acknowledge that the present arrangements are less than satisfactory.
- The Director of Student Services has a clear understanding of the need to review college practice in the light of the national minimum standards. He has already initiated moves to make appropriate developments, as has his Senior Warden. Together they have a positive approach to the necessary developments that are needed at the college.

## **WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18**

- Despite substantial recent investment in new accommodation for over 18 year old students, the premises in which the under 18 students are accommodated are in need of refurbishment. Whilst the inspectors acknowledge that a refurbishment programme is in place with funding set aside, at the time of inspection this accommodation did not meet the new national minimum standards in a number of areas. Recommendations have been made about security, access and maintenance in the residential accommodation.
- The designated member of staff for child protection is positively addressing the role of the college in ensuring adequate safeguards are in place in the event of child protection concerns. The inspectors identified a significant need to broaden the level of child protection awareness in the staff group.
- The information provided in the 'joining pack' for new students states that the canteen provides 'three meals a day' and that 'weekend provision for hot and cold meals is provided.' The inspectors found that provision did not meet this claim, nor does it meet the Standards.
- Some policy, procedures and practices are in urgent need of revision. The most serious areas highlighted in this inspection include:
  1. Risk assessments that were not of a required standard. Regular monitoring of risk assessments and college record keeping was also not rigorous.
  2. Inadequate records kept on fire issues. Recommendations of the Fire Service are also outstanding.
  3. Recruitment practices for staff that fall short of the national minimum standards.

## **CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18**



This report is the first by the Commission for Social Care Inspection under the National Minimum Standards for the Accommodation of Students under Eighteen by Further Education Colleges, and therefore would be intended to serve as an audit of the provision against the new standards.

The college worked with the inspection team with a high level of co-operation and a willingness to identify areas for development. Senior staff expressed a willingness to address the issues raised by inspectors.

The residential provision is managed by a small dedicated team, who provide a wide range of excellent support systems to students. The college has achieved a good balance in providing a level of care that is suitable for the young people whilst allowing them appropriate independence.

Whilst this report has identified a number of recommendations, the college through self-auditing has begun to implement measures that will address the shortfalls. In order to achieve developments, the college must specifically direct its resources to issues arising in welfare and accommodation so that the minimum standards can be met.

- The present accommodation has many unsatisfactory aspects of which the college management is well aware. There is a strong commitment expressed by the college to improve on the present arrangements.
- Catering provision must be extended.
- Risk assessment should be afforded a higher profile with policy, guidance and training to be extended to the relevant staff with responsibility in these areas.
- Child protection awareness is being developed by the development of policies and training and through the role of the designated member of staff. Child protection awareness was variable amongst the staff. The college needs to ensure that all staff have briefing or training in this important area of student welfare.
- As presently organised, staff appointing procedures do not meet minimum standards.

A challenge for the college is to find ways of ensuring staff at all levels have awareness of the range of policies and procedures that relate to welfare issues as they are amended and updated and that good practice is implemented, recorded and monitored.

## NOTIFICATIONS TO SECRETARY OF STATE

**Is Notification of any failure to safeguard and promote welfare to be made by the National Care Standards Commission to the Department for Education and Skills under section 87(4) of the Children Act 1989 arising from this inspection?**

NO

**The grounds for any Notification to be made are:**

NA

## IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION

Were the Recommended Actions from the last Inspection visit fully implemented?

NA

**If No, the findings of this inspection on any Recommended Actions not implemented are listed below:**

No	Standard	Recommended actions	

## RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION

**Action Plan: The Principal is requested to provide the Commission with an Action Plan, which indicates how recommended action and any advisory recommendations are to be addressed. This action plan will be made available on request to the Area Office.**

RECOMMENDED ACTION			
Identified below are the actions recommended on issues addressed in the main body of the report in order to safeguard and promote the welfare of residential students under 18 adequately in accordance with the National Minimum Standards for FE Colleges Accommodating Students under 18. The references below are to the relevant Standards. Non-implementation of recommended action can lead to future statutory notification of failure to safeguard and promote welfare.			
No	Standard*	Recommended Action	
1	FE3	The college's child protection policy must be revised to include all elements as outlined in this standard and it must be made known to staff and students. Staff, at all levels (including newly appointed and ancillary staff), must then be given briefing or training on responding to suspicions or allegations of abuse and know what action they should take.	18/9/04
2	FE3	The designated staff member responsible for the operation of the student protection policy must receive training in child protection.	18/9/04
3	FE21	A senior member of the college's staff must regularly monitor the college's records of risk assessments, sanctions, complaints and accidents, to identify any issues requiring action.	From 04/5/04
4	FE22	Appropriate catering provision should be available for residential students at weekends and at other times when reduced numbers of students are on site.	18/9/04
5	FE24	Records must demonstrate that fire drills have been regularly (at least once per term) carried out in 'residential time.'	From 04/5/04
6	FE24	Outstanding recommendations of the Fire Service must be implemented.	18/7/04
7	FE34	The college must ensure that proper procedures for the appointment of staff are followed. Present arrangements do not adequately protect the welfare of the students.	18/9/04

8	FE42	Windows presenting significant risk of access by intruders, or of falling for students should be fitted with effective restrictors.	18/7/04
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#### ADVISORY RECOMMENDATIONS

Identified below are advisory recommendations on welfare matters addressed in the main body of the report and based on the National Minimum Standards, made for consideration by the college.

No	Refer to Standard*	Recommendation
1	FE1	Whilst most policies and procedures and practice are properly in place, the college is advised to collect these into a suitable statement of the welfare, accommodation and support available to students (as listed in Standard 1.2)
2	FE2	The college should develop its policy on countering bullying and any form of harassment in line with Standard 2.2. The college should then identify ways of making its policy on countering bullying known to staff and students.
3	FE3	The college should develop an effective working relationship with the local Social Services team.
4	FE4	The student disciplinary policy should include reference to students not being given powers to administer sanctions to other students (Standard 4.6); that any suspension of a residential student under 18 years is only implemented when appropriate arrangements have been made (Standard 4.7); and that any circumstances in which there is use of physical intervention must be properly recorded (Standard 4.9).
5	FE5	The college should review the effectiveness of the complaint's procedure. This policy should provide for consideration of major complaints to involve a person from an organisation independent of the college. Information about how to contact the Commission for Social Care Inspection regarding any complaint concerning students' welfare should be included in literature given to students and their parents. A senior member of staff must then regularly review serious complaints.
6	FE8	The college should ensure there are clear lines of accountability for the day-to-day management of all those departments with responsibility for the accommodation and welfare of students. The college should review the various systems of the college so that they work effectively together and that senior staff and governors can easily be aware of overall concerns and trends.

7	FE8	The college policy and practice should include guidance on how staff can report to the Commission for Social Care Inspection any concerns or allegations about college practices or the behaviour of colleagues, which is likely to put students at risk. This should provide protection from retribution against such staff for 'whistleblowing' (Standard 8.8).
8	FE9	The college should complete plans for the management of a range of foreseeable crises involving students' welfare.
9	FE11	The college should consider providing transport for students staying at weekends to the local town.
10	FE22	Appropriate catering provision should be available for residential students at weekends and at other times when reduced numbers of students are on site.
11	FE27	Written parental permission should be obtained for students under 18 years old to participate in identifiable high-risk courses, recreational or enhancement activities.
12	FE30	The college should introduce a formalised approach to the induction and training of staff involved in supervising residential students which includes child protection guidance and guidance about suicide risk. There should also be opportunities for training and updating in student welfare practice for all relevant staff.
13	FE30	The college should have an appropriate process for the regular review of the performance of each member of staff with responsibilities for supervision of residential students.
14	FE31	Written guidance for staff with responsibilities for supervision of residential students or the provision of student welfare services should be updated to include the elements identified in this standard.
15	FE34	It is recommended that recruitment practices include all those elements listed in Standard 34.2 and that these can be verified from recruitment records.
16	FE34	All adults resident in college accommodation should have guidance which clearly sets out the standards of conduct and probity expected of them as residents on college premises (Standard 34.3)
17	FE36	Student accommodation must be adequately maintained and accessible to any students accommodated who have disabilities.
18	FE37	Consideration should be given to suitable and adequate security measures to prevent unauthorised access to student residential accommodation (e.g. where applicable, signage, restrictors on vulnerable windows, use of intruder alarms).
19	FE39	Student bedrooms should contain electrical sockets that are sufficient in number and appropriately located.

20	FE40	There should be adequate toilet and washing facilities in line with Standard 40.3.
21	FE42	The College should have an effective system of risk assessment, with written records to identify and reduce risk to students. Standard 42.7
22	FE44	Students should have satisfactory, facilities to wash and dry their own clothing.

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. FE10 refers to standard 10

**PART B****INSPECTION METHODS AND FINDINGS**

The following inspection methods have been used in the production of this report

Direct Observation	YES
Student Guided Tour of Accommodation	YES
Student Guided Tour of Recreational Areas	YES

#### Checks with other Organisations and Individuals

• Social Services	YES
• Fire Service	YES
• Environmental Health	YES
• Other Inspectorates	YES
• College Doctor	YES
• Independent Person or Counsellor	YES
• Chair of Governors	NO
• DfES (if a school)	NO
'Tracking' individual welfare arrangements	YES
Group discussion with students	YES
Survey of accommodation/welfare staff	YES
Interviews with key staff	YES
Student survey	YES
Parents' survey	YES
Early morning & late evening visits	YES
Meal taken with students	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Answer phone for student comments	NO
Visit to Sanatorium	NA
Visits to lodgings	NA
Individual interview with student(s)	NO

Date of Inspection	04/05/04
Time of Inspection	9.00
Duration Of Inspection (hrs.)	27
Number of inspector Days on site	8.5

## COLLEGE INFORMATION

**Overall Age Range of Residential Students:**

**From**

16

**To**

20+

**Number of Residential Students under 18 at time of inspection:**

**BOYS**

40

**GIRLS**

28

**TOTAL**

68

**NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS**

10

**Number of students under 18 accommodated in Lodgings arranged by the College**

0

The following pages summarise the key findings and evidence from this inspection, together with the NCSC assessment of the extent to which standards have been met. The following scale is used to indicate the extent to which the standards have been met or not met by placing the assessed level along side the phrase "Standard met?"

The scale ranges from:

- |                         |                    |
|-------------------------|--------------------|
| 4 - Standard Exceeded   | (Commendable)      |
| 3 - Standard Met        | (No Shortfalls)    |
| 2 - Standard Almost Met | (Minor Shortfalls) |
| 1 - Standard Not Met    | (Major Shortfalls) |

"0" in the "Standard met" box denotes standard not assessed on this occasion.

"9" in the "Standard met" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.



## WELFARE POLICIES AND PROCEDURES

The intended outcomes for the following set of standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.
- Students are protected from bullying and harassment.
- Students are protected from abuse.
- Use of discipline with students is fair and appropriate.
- Students' complaints are adequately responded to.
- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.
- The safeguarding and promotion of students' health and welfare is supported by appropriate records.

### Standard 1 (1.1 – 1.5)

A suitable statement of the college's welfare, accommodation and student support policies and practice is available to parents, students and staff.

Key Findings and Evidence	Standard met?	2
<p>Whilst the college has an excellent range of information available to students in regard to courses and general college facilities, there is limited information specifically about the nature and organisation of accommodation. It is recommended that the college produces a statement in relation to its admission policies and procedures affecting residential students, and the other details about accommodation as outlined under Standard 1.2.</p> <p>Standards of conduct and behaviour are made clear to students in the student handbook and in more specific information, which is given to residential students.</p>		

### Standard 2 (2.1 – 2.5)

The college has, and follows, an appropriate policy on countering bullying and any form of harassment, which is known to students and staff and which is effective in practice.

Key Findings and Evidence	Standard met?	2
<p>The student code of conduct addresses behaviour that may be 'threatening, aggressive, abusive, or disruptive.' The college is in the process of developing a revised policy in regard to harassment and bullying for the new Wardens Handbook. It is recommended that this policy encompass those matters under Standard 2.2.</p> <p>In questionnaires completed as part of this inspection, 21 out of 35 students who replied indicated that they were never bullied. 14 students reported that they are hardly ever or sometimes bullied. The inspectors found no corroboration of this during the inspection. Bullying was not identified by any of the students spoken with as a problem. The majority of staff spoken to also said that they thought bullying was not a problem. However, it could not be said that at this stage students and staff know the bullying policy and an advisory recommendation is made (Standard 2.3).</p>		
Percentage of residential students under 18 reporting never or hardly ever being bullied:	77	%

**Standard 3 (3.1 – 3.9)**

The college has, and follows, an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse, which is consistent with local Area Child Protection Committee procedures, and is known to staff and students.

**Key Findings and Evidence****Standard met?**

1

The inspectors read the new policy on dealing with student protection issues, which is in draft form. Inspectors were informed that this policy is out for consultation prior to implementation. The inspectors indicated that some revision is required in order to bring the policy in line with Standard 3.3. For example at present it does not include procedures for staff to consider measures that may be necessary to protect individual students. The policy does not explicitly prohibit sexual relationships between staff and students under 18 (Standard 3.4) and this needs to be made clear. Clear timescales for notifications to other agencies are not set out. The work of the Student Counsellor should also be covered by this policy. No guidance is offered in relation to the possible signs and symptoms of abuse, nor is specific guidance given as to how disclosures should be recorded.

The policy should be consistent with the requirements of the Department of Health, Home Office, DfES and any local Area Child Protection Committee procedures. Advice was given in this area.

The designated staff member responsible for the student protection policy has not attended specific child protection training. A recommendation is made. Subsequent training for all staff should then follow. It is also advised that the working relationship between the college and Social Services is developed so that suspicions or allegations of abuse can be easily referred.

**Number of recorded child protection enquiries initiated by the social services department concerning students under 18 at the college in the past 12 months:**

0

**Standard 4 (4.1 - 4.9)**

The college has, and follows, a fair and appropriate student disciplinary policy, in relation to unacceptable behaviour and breaches of student discipline, known to students, staff and parents.

**Key Findings and Evidence****Standard met?**

2

Students generally reported that rules and expectations of the college were reasonable. In questionnaires completed as part of this inspection 25 out of 36 students who replied reported that they felt punishments were either fair or very fair.

The college's disciplinary policy is clearly stated and made known to students in the handbook. Should there be persistent or serious breaches of reasonable behaviour, verbal then written warnings are given. The college may impose temporary exclusion and in exceptional cases permanent exclusion may be used. Procedures for dealing with disciplinary matters are thoroughly documented and largely consistent with this standard. The policy omits an explicit reference to students not having powers to administer sanctions over other students (Standard 4.6), and also that the suspension or expulsion of a residential student under 18 is only implemented when the college is able to return the student to the care of a parent, or to other accommodation arranged by the student's parent or to another responsible agency (Standard 4.7).

The inspectors advised that new guidelines in respect of restraint be made more explicit about the use of any physical intervention and the need to record in writing any

circumstances in which it might occur (Standard 4.9).

**Standard 5 (5.1 - 5.5)**

**The college has, and follows, an appropriate written policy on responding to complaints from students and parents about the college's role in safeguarding and promoting the students' welfare, which is known to students, parents and staff.**

**Key Findings and Evidence**

**Standard met?**

**2**

Inspectors read the complaints procedure, which is set out clearly in the college handbook. There is also a section in the new Wardens Handbook on dealing with complaints. Inspectors observed and heard from students about how low-level complaints that are dealt with through a variety of channels, not least of which is the 'open door' policy of the senior and assistant wardens. All 15 parents who replied to questionnaires completed as part of this inspection indicated that they knew how to complain.

Policies read do not highlight the necessity in major complaints for consideration to involve a person independent of the college (Standard 5.2). At present no information is made available to parents and students about how they can contact the Commission for Social Care Inspection regarding any complaint concerning their welfare (Standard 5.3). It is recommended that this is included in the information that is provided to those young people and their parents who are considering, or who are in college residential provision.

Inspectors read the central complaints file and found it to contain complaints about the whole of Wiltshire College. These records were of both minor and major complaints. This meant that it was difficult to evidence and access any serious complaints that might be relevant to students under eighteen who are living in residential accommodation. This system would also make it difficult in the inspector's opinion for complaints to be reviewed as expected under this standard. Inspectors heard about a new computer system that is being purchased to record complaints.

**Number of college-recorded complaints about welfare of students under 18 in past 12 months**

2

**NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:**

0

**Number of complaints made to NCSC about welfare of students under 18 in past 12 months:**

0

**NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:**

0

**Standard 6 (6.1 - 6.5)**

The college has, and follows, appropriate policies on countering and responding to under-age purchase of alcohol, excessive consumption of alcohol, substance abuse, and possession of obscene material, which are known to students and staff and are effective in practice.

**Key Findings and Evidence****Standard met?**

3

The college staff regularly inform students about the consequences of the misuse of drugs, alcohol and abusive material. Inspectors were aware of well-advertised courses and meetings, which seek to inform and support students in this difficult area.

The students' handbook lists various agencies available to students should they need support and guidance, including contact details for AIDS, alcohol problems, substance abuse and other relevant issues.

The college actively filters internet access of the computers based at the college.

The college has a clear working relationship with the police. Police involvement is made clear in the policy in the event of any illegal activity within the college community. The college has a clear expectation and disciplinary procedures regarding drugs usage on campus, this will not be tolerated. This has resulted in 3 students being recently suspended.

The inspectors heard from staff and students that the college takes reasonable measures to ensure that current laws on the purchase and consumption of alcohol are complied with. The college student bar is monitored by the wardens and there is a clear expectation that the under 18 year olds do not purchase alcohol there, nor do they serve behind the bar.

**Standard 7 (7.1 - 7.6)**

Where Students and parents provide the information, adequate records are kept in relation to individual students' health and welfare needs and issues.

**Key Findings and Evidence****Standard met?**

3

Students and parents provide medical information on admission. This information includes allergies, illnesses and vaccination records. This is kept on file by the welfare staff and relevant information disseminated to other wardens and tutors as necessary.

No member of staff is involved in administering any medication or treatment to students or supervising students in administering their own medication.

## ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- There is clear leadership of residential provision in the college.
- Crises affecting students' welfare are effectively managed.
- The college's organisation of residential provision safeguards students' welfare.
- Students have access to a range and choice of activities.
- Students are enabled to contribute to the operation of residential provision in the college.

### Standard 8 (8.1 - 8.8)

There is clear management accountability for the accommodation and welfare of students under 18.

Key Findings and Evidence	Standard met?	2
<p>The accommodation and welfare of students is managed within the student services department with clear accountability through to the Vice Principal who supervises the Director of Student Services, who has the designated child protection role. In the inspectors opinion, the links with other departments were not as clear. The inspectors heard from senior staff that there has been a lack of appropriate resource provision for the maintenance and development of the under eighteen student accommodation. Whilst the inspectors acknowledge that the current management team are working to improve the situation with specific funding and a rolling programme of refurbishment, the lack of investment in the fabric of hostel accommodation since 1993 as well as current difficulties in accessing reliable maintenance work has meant that a number of the standards, particularly those under the premises section of this document have not been met and that student welfare has been compromised.</p> <p>The college implements a process of regular self-assessment of its residential and student welfare practice. A number of channels are used to inform this process, including direct feedback from students. In the inspector's opinion, the college should use this self-assessment to inform the various systems of the college so that they can work more effectively together and that senior staff and governors can easily be aware of overall concerns and trends.</p> <p>The current induction process involves shadowing the senior warden who provides an introduction to policies and procedures. Wardens told inspectors that they felt well informed and supported during this process; one member of staff had been shadowed throughout their first month's duties. It is recommended that the induction training be documented in a more formal way.</p> <p>The college policy and practice should include guidance on how staff can report to the Commission for Social Care Inspection any concerns or allegations about college practices or the behaviour of colleagues, which is likely to put students at risk. This policy should provide protection from retribution or disciplinary action against such staff for 'whistleblowing' (Standard 8.8).</p>		

<b>Standard 9 (9.1 - 9.3)</b> <b>The college is capable of satisfactorily managing crises affecting students' welfare.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>The inspectors read the critical incident management policy and procedures in the new Wardens Handbook. This not yet completed.</p> <p>The inspectors heard and read about a number of incidents that had been managed well in the college. In particular the college were commended by they way they handled the foot and mouth crisis. The inspectors also heard about rapid and sensitive responses to students attempting suicide.</p>		

<b>Standard 10 (10.1 - 10.4)</b> <b>Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The college has 10 residential units in which students under eighteen are accommodated. In general no students share bedrooms. A small number of day students who are on early and late duties can share rooms with students over 18 years. These arrangements are appropriately risk assessed. The units house males and females separately. The room allocation schedule is held by the senior warden who considers the mix in the units.</p> <p>The facilities in the accommodation are not significantly different for different genders</p>		

<b>Standard 11 (11.1 - 11.4)</b> <b>An appropriate range and choice of recreational activities and provision is made for students under 18.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>The inspectors noted a wide range and choice of recreational activities for students. 'Enrichment' activities run on one afternoon a week, staff and students arrange evening activities and trips out to a variety of venues.</p> <p>In questionnaires completed as part of this inspection, 24 out of the 35 students who replied indicated that the range of activities provided were either 'good' or 'very good'. Students spoken to during the inspection complained to the inspectors about a lack of activities. These students report that they enjoy the off site activities offered but are easily bored on campus, and can feel isolated. One student said 'Its ok if you like the bar or footie, but there is little else to do – particularly at weekends when little is organised.' Another student indicated that the fitness suite was mostly geared to equipment that the boys enjoy. The issue of a lack of weekend activities was also emphasised in comments made to the inspectors by the tutor wardens. Students suggested to the inspectors that a solution might be for transport to be provided once or twice a week in to a local town.</p>		

**Standard 12 (12.1 - 12.3)****Students under 18 are consulted over accommodation and welfare provision.****Key Findings and Evidence****Standard met?****4**

The inspectors noted a number of forums where students are consulted over accommodation and welfare provision. There are Hostel Committees held regularly with the hostel warden, termly Student Liaison Committee meetings, student questionnaire perception surveys, and a maintenance reporting procedure as well as the 'open door' policy of the senior warden and assistant warden. Most residential students referred to preferring to go directly to the senior warden or assistant warden if there were any concerns about accommodation and they are to be commended for their approachability.

Several students referred to the Lackham Student Association as a forum they could use. The students group were unimpressed with Students Hostel meetings, feeling that little changes, although that isn't to say that they were unhappy. The inspectors understood these comments to link with the lack of response to reports of breakages and maintenance issues. Senior staff told the inspectors that there is a problem of resource allocation available for maintenance, which results in long response times. *(These issues are addressed under Standard 36).*

## WELFARE SUPPORT

The intended outcomes for the following set of standards are:

- Students receive personal support from staff.
- Students receive first aid and health care as necessary.
- Students are adequately supervised when ill.
- Students are supported in relation to any health or personal problems.
- Students do not experience inappropriate discrimination.
- Students can maintain private contact with their parents and families.
- Students' personal possessions and money are protected.
- Students receive guidance, both on arrival at the college and in preparing to leave the college.
- Risk assessment and college record keeping contribute to students' welfare.
- Students receive good quality catering provision.
- Students have access to food and drinking water in addition to main meals.
- Students are protected from the risk of fire.
- Student welfare is not compromised by unusual or onerous demands.
- The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.
- Students' safety and welfare are protected during high-risk activities.
- Students are appropriately supervised during free time.

### Standard 13 (13.1 - 13.8)

Each student has one or more members of staff to whom he or she can confidently turn for personal guidance or with a personal problem.

#### Key Findings and Evidence

#### Standard met?

4

The college has a range of qualified and experienced staff available to give guidance and support. Each student has a personal tutor. Learning support and welfare services are available. There is a qualified Counsellor offering a drop-in service as well as appointments. Personal support is also available from two college Chaplains. These services are well advertised in the college. The student handbook includes a wide range of relevant information about where students can go for support independent of the college.

In questionnaires completed as part of this inspection, 24% of students said they would go to their friends with a problem, 21% said they would go to a Warden and almost 15% said their Tutor. The students group spoken to during the inspection confirmed that they would approach wardens and/or tutors where they have concerns. Inspectors also saw evidence of this in the discipline log.

Some tutors told the inspectors that they carried a large student group and that it was difficult to make time for individual tutorials. Others reported that they have smaller caseloads and do not find tutorial time a problem. The inspectors noted that there are effective communication systems between welfare and teaching staff without any unnecessary breach of student confidentiality.



**Standard 14 (14.1 - 14.13)**

**Appropriate first aid and minor illness treatment are available to students at college, with access to medical and dental services as required.**

**Key Findings and Evidence****Standard met?****3**

Students joining the college are given the choice to change their GP to the local practice. A doctor from this practice visits the college weekly. The warden staff facilitate the arrangement of appointments where they are asked to do so either in the college or local surgery, they also assist with transport.

All wardens and student wardens are expected to have up-to-date first aid qualifications. One tutor warden's certificate had expired and he was attending a college course, in his own time, to renew this. The assistant warden checks each of the first aid boxes on a weekly basis to ensure that they are appropriately stocked.

A record is kept of all treatment and first aid administered to the students and all accidents reported. Students administer their own medication, including Paracetamol which is sold on site under suitable restricted conditions.

The college GP is consulted in all matters relating to healthcare and infectious diseases.

**Standard 15 (15.1)**

**There are satisfactory arrangements in place to ensure that students who are ill while at college or in college arranged accommodation are regularly checked and are able to summon assistance readily and rapidly when necessary.**

**Key Findings and Evidence****Standard met?****3**

The warden office is informed of student illness by the student themselves, their peers, wardens or tutors. These students are checked regularly during the day and night and a record is kept of the visits and the student's condition. This continues until the student returns home, is taken to hospital or is well enough to attend classes. At night a male and female warden operate together.

The students group spoken to during the course of this inspection confirmed that they are well cared for when ill. One student even complained that staff were too concerned and checked on her too regularly when she just wanted to sleep!

**Standard 16 (16.1 - 16.9)**

**Significant health and personal problems of individual students are identified and managed appropriately.**

**Key Findings and Evidence****Standard met?****3**

Students are asked to indicate on admission any special medical or personal needs. On enrolment all students are encouraged to see the doctor and nurse for a check up. At this meeting their medical needs will be discussed and recorded. The inspectors heard that extra support was made available to students where a need was identified.

The students are well supported by the senior warden and his staff. Students can access outside services such as counselling through a GP referral. However they can also access the college counsellor. The inspectors were told of several examples in which the college had identified and managed appropriately some significant health and personal problems that had arisen with students. The college staff seek to support the students who may be suffering from homesickness. The inspectors heard about sensitive support to students who might be at risk of suicide.

**Standard 17 (17.1 - 17.5)**

The college does not inappropriately discriminate on grounds of gender, disability, race, religion, cultural background, linguistic background, political beliefs, sexual orientation or academic or sporting ability. The college takes these factors into account in its care of students, and appropriately supports and integrates identifiable minority groups amongst students and students who do not "fit in" to the college, residential unit or student body.

**Key Findings and Evidence****Standard met?****3**

The college has a clear equality of opportunity code of practice and the students' handbook and other documents demonstrate a commitment to ensuring that appropriate support is given to minority groups.

The present population of students is not very diverse. The management team is taking positive measures to identify ways in which the college may increase the diversity of its student population. The inspectors were told that appropriate provision is made in the infrequent occurrence of there being a student from a minority culture or religion. The inspectors observed that the college restaurant is able to cater for different religious and minority diets. Each meal included a vegetarian option.

Inspectors heard about the new courses for international students planned to commence in September 2004 and about the new post of 'International Officer' to support this course. With this new group of students about to join, the inspectors felt that the college should positively address ways in which it can be more inclusive to students with a range of needs and from diverse backgrounds in this predominantly white rural setting.

Disabled students needing wheel chair access are not part of the present residential group. Issues addressed under Standard 36 highlight difficulties of integration and support for students needing wheel chair access due to the accommodation.

Inspectors heard that gay students are supported sensitively. The students group spoken to during the course of this inspection reported equality of access to courses. No reports were made to the inspectors of any discriminatory practice.

**Standard 18 (18.1 - 18.5)**

The college enables students to contact their parents and families in private.

**Key Findings and Evidence****Standard met?****3**

Pay telephones are available in the college 24 hours a day and private calls can be made. 10 out of the 35 students who replied to questionnaires completed as part of this inspection indicated that they felt public telephones were not private and that their conversations could be overheard. Students did not identify any concerns about contact with their families directly with the inspectors and many indicated that they have mobile phones.

Many of the students regularly go home at weekends and those that do not are able to maintain contact depending on their individual circumstances. Contact with parents was evidenced in a number of cases where some concerns had arisen. 13 out of 16 parents who replied to questionnaires completed as part of this inspection indicated that the college are good at keeping them informed. The inspectors were informed that parents are encouraged to visit the college and all 10 parents who replied to the question 'Do you visit the college?' indicated that they did.

**Standard 19 (19.1 - 19.3)**

**The college provides reasonable protection for students' personal possessions and any student's money looked after by the college.**

**Key Findings and Evidence****Standard met?****2**

Inspectors were informed that the students look after their own money and personal possessions without involvement from the college. Students each have keys to their individual rooms and each has a lockable drawer within the room.

Students spoken to during the course of this inspection told the inspectors about how they can access each other's rooms using the new indicator locks. In the inspectors opinion this raises issues of both security and privacy. (*Links to Standard 37*)

**Standard 20 (20.1 - 20.3)**

**There are appropriate processes of induction and guidance for new students arriving at the college, and guidance and preparation for students prior to leaving the college.**

**Key Findings and Evidence****Standard met?****3**

Inspectors read the admissions pack and spoke to key staff involved in admissions. The inspectors also heard from a number of staff and students about the induction and guidance for new students. 'Taster' sessions are run at Easter and again in the summer. These provide a good introduction to the residential arrangements, helping to inform students about their decision.

The students group spoken to during the course of this inspection reported mixed experiences. One student had attended the taster session and so felt well prepared, others didn't know anything about this and felt that they were in at the deep end. One student had arranged her own tour and felt this helped.

The inspectors heard about the induction process and how students are encouraged to mix and develop their relationships. Students confirm that this system works well, helping them to settle in and get to know each other. The wardens explained that with this early bonding the students are then able to look out for each other throughout the year. The inspectors found evidence of this system working well.

**Standard 21 (21.1 - 21.3)**

**A senior member of the college's staff regularly monitors the college's records of risk assessments, sanctions against students, complaints and accidents, to identify any issues requiring action.**

**Key Findings and Evidence****Standard met?****1**

There is evidence of the colleges risk assessments being monitored by the senior staff. This is not necessarily a routine or rigorous arrangement. The inspectors found risk assessments to be of inconsistent quality. Those in the equine centre were of a very high standard and extremely detailed. The other risk assessments at the college lacked detail. There were gaps in the information required of on the proforma the college uses. In the inspectors opinion this proforma needs to be reviewed to contain more detail and information on reducing risk. The inspector would suggest that the college look at the methods used at the equine centre and adopt this for the entire college.

In the inspector's opinion, monitoring of record keeping is not at the required level or frequency. As noted in Standard 5 there was a lack of consistency about how complaints are collated. The fire drill log has also not been regularly monitored. In this way gaps and

trends may not be identified. The inspectors were told that the college is considering procedures for securing a tighter control of this monitoring aspect of senior management. To meet the standards, the college should be able to evidence a clear approach to monitoring risk assessments as well as other college records and where there are shortfalls identified ensure that these are addressed.

#### **Standard 22 (22.1 - 22.11)**

**Meals are provided to students, which are adequate in quantity, quality, choice and provision for special dietary, medical or religious needs, with clean and suitable cutlery, crockery and dining facilities.**

#### **Key Findings and Evidence**

#### **Standard met?**

**2**

Within the college fees students are provided with lunch and evening meal up to a set amount. Breakfast must be purchased separately. The college has a restaurant, which during the week provides breakfast from 7.45am to 9am, short order and lunch from 11.30am to 1.45pm and evening meal from 4.45pm to 5.30pm. The menus for these meals provide variety and balance. 7 out of the 36 students who replied to questionnaires completed as part of this inspection indicated that the quality of the food was good or very good, 26 reported that the food quality was either average or poor. 10 out of 16 parents who replied to questionnaires indicated that the food could be better. Students spoken to during the course of this inspection said that they were happy with the food provided at breakfast and lunch but felt the food at the evening meals was not of such good quality.

Due to the nature of the work undertaken at the college the students felt that the opening times for the restaurant were insufficient, especially when they were on duty. They were happy with the morning opening hours but felt that the evening meal session should be open later as some do not finish evening duties until approx 6.30-7pm. They would also like the salad bar to be open during the evening meal session. Senior staff indicate that evening meals are provided for students on duty although they accept that improvements could be made here.

The catering manager said that he received information on any young person with special dietary needs and these were catered for. Restaurant staff hold appropriate training and there are high standards of hygiene, appropriate food storage and appropriate recording systems. The dining room is pleasantly furnished and of an adequate size. The catering manager said that there could occasionally be substantial queues if the weather is poor.

The information provided in the 'joining pack' for new students states that the canteen provides 'three meals a day' and that 'weekend provision for hot and cold meals is provided'. The restaurant is not open on Saturday or Sunday. This means that those students who are resident at weekends are unable to obtain a proper meal. They have to rely on the vending machines, their own stores or being able to obtain a lift to the nearest town. The catering manager said that this was being reviewed. The inspectors felt that there should be better provision in catering over the weekend as the students only have access to a microwave, a kettle and sometimes a toaster at these times.

The Environmental Health Service confirms that there are no outstanding recommendations.

**Standard 23 (23.1 - 23.4)**

**Students have access to drinking water in both residential and teaching areas, and to food or the means of preparing food at reasonable times in addition to main meals.**

**Key Findings and Evidence****Standard met?****1**

There is access to drinking water both in the residential hall and the teaching areas. However the students said that the water at the college was not really drinkable as there were often bits in it. The inspector evidenced this. Whilst the inspectors acknowledge that the college is in a hard water area, the inspectors advise that the college should investigate this and look at alternative provision of drinking water.

Within the halls are small communal areas where students have access to a microwave, fridge, a kettle and a toaster. There were halls that did not have a toaster, one hall did not have a kettle and the fridge in one hall was not working. Some students would like access to a cooker as well as a microwave. The inspectors were told that provision of cookers in these areas was outlawed by a previous fire inspection. This means that the hostel accommodation is insufficiently equipped to allow the students to self cater at weekends when the restaurant and coffee shop are closed.

The college has a coffee shop, which is well stocked with food and soft drinks. Students felt that the prices in this shop were generally appropriate. However the coffee shop does not open at weekends. There are several vending machines that the students have 24-hour access to which provide snacks, sandwiches, pasties, toasted sandwiches and drinks. Students told inspectors that these some of these do not always work; they run out of supplies and are expensive.

**Standard 24 (24.1 - 24.6)**

**Students and staff with residential provision duties are aware of emergency evacuation procedures from residential accommodation. Such procedures should include any special arrangements for students or staff with disabilities. Any recommendations of the Fire Service are implemented within given timescales and maintained.**

**Key Findings and Evidence****Standard met?****1**

The inspectors found that the college holds inadequate records on fire issues. There should be central record of all aspects of fire safety for the whole campus. According to the colleges current records the last fire drill in the student residential provision was on 25/09/03. These drills should be happening and recorded at least termly. The estates and facilities manager said that there were a lot of false alarms as the system was over sensitive. This was borne out in the false alarm records and also by the students who said that the fire alarm was going off 2-3 times a week. There appears to be some confusion as to the status of these alarms. The Senior Warden confirmed to the inspectors that regular drills are taking place, but that the central record is not being kept appropriately. It remains that inadequate records of drills are being kept. The college holds appropriate records of equipment tests (emergency lighting and extinguishers).

The inspectors observed a fire door being propped open by wedges, this must not happen. In the new hall, Ridgeway the fire exit doors are ill fitting with gaps all round them. Also the push bar openers for this door do not work properly. Although this hall is for older students if a disabled student under 18years old was resident at the college they would be placed in this block.

The Fire Safety Officer has raised some of the above points during their inspection on 22-03-04. The college was instructed as part of this report to ensure that the smoke seals on doors meet the doorframes. The inspectors were told this work and the other recommendations in the Fire Safety Officers report would probably be undertaken during the summer holidays. This work should be done as a matter of urgency. The college has risk assessments on fire risk but these need to be more detailed as mentioned in Standard 21. There was no record of staff being recently trained on fire safety although senior staff told the inspectors that this had taken place.

<b>Standard 25 (25.1 - 25.3)</b> <b>Colleges where there are unusual or especially onerous demands on students ensure that these are appropriate to the students concerned and do not unacceptably affect students' welfare.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The course requirements for some students can include time limited periods when they are working long hours, for example the equine students have to undertake 'yard duties' and students working on the farm are involved in early milking and feeding routines for a period of one week on a rotational basis. Some students referred to the availability of meals as a problem during these times, although others did not identify this as a concern. There were also some references to how tiring it could be fitting in 'duties' with the demands of the rest of the college day. Whilst these periods of intensive work are demanding, the inspectors heard from students that they saw it as good preparation for working, and also much less onerous than some work placements.</p> <p>Students spoken to during the course of this inspection didn't report any onerous demands.</p>		

<b>Standard 26 (26.1 - 26.2)</b> <b>The college makes satisfactory provision for the welfare of any young people aged under 18 it accommodates who are not its own students.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The inspectors heard and read about the 'taster' courses run for potential students during Easter and Summer breaks. There is satisfactory provision made for the welfare of these young people.</p> <p>A previous pony club had used the residential facilities during an Easter break in April 2003. The inspector observed that appropriate arrangements had been made for the welfare of these young people.</p>		

<b>Standard 27 (27.1 - 27.7)</b> <b>Identifiably high-risk activities provided for students, particularly outside the normal educational day, are competently supervised and accompanied by adequate and appropriate safety measures.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>A number of the college courses involve students in potentially high-risk situations, for example with machinery, or at the equine centre. Risk assessments were seen to be in place in specific contexts.</p> <p>The college does not allow students to have unsupervised access to high-risk areas or activities without staff supervision. The students interviewed were very clear on this matter. Any activity, which takes place outside the college, is checked and a risk assessment carried out. These assessments need to be more detailed, in line with advice given in Standard 21.</p> <p>The inspectors saw that written parental permission is obtained for students under 18 to participate in a broad range of activities and trips. In the inspectors opinion there should be specific consent sought from parents for particularly high-risk activities such as clay pigeon shooting.</p>		



**Standard 28 (28.1 - 28.6)**

**Students under 18 are sufficiently supervised during free time to reduce significant risks to their welfare, given their legal status as children, while preserving their freedom to participate in student activities and to access local facilities outside the college.**

**Key Findings and Evidence****Standard met?****3**

15 out of 17 parents who responded to the survey indicated that they thought the college had got the balance right between protecting young people who are living away from home and allowing them to take responsibility for their own lives. The inspectors found evidence in a variety of forms, which showed that students are well supervised during free time. The compact nature of the residential accommodation as well as staff living on site ensures that staff have a good overview of students welfare. Inspectors observed that relationships and networks were effective.

The wardening team monitor absences and supervision is maintained through the wardens having regular contact with students. There is a new system of monitoring whether students are absent or away overnight without permission or an acceptable reason. Students are not required to sign in and out but if they are leaving the campus, particularly overnight, they are asked to inform the duty warden. Regular checks are made throughout the evening. Each bedroom door has an indicator to show whether the door has been locked from the inside and is therefore occupied and wardens record this. Inspectors were told that students have found ways to manipulate this system but wardens do not simply rely upon this and are confident that they have a general awareness of where students are. There are no specific procedural guidelines about monitoring absences, or guidelines to students about 'free time' activities, although the warden handbook is being revised and this may be an opportunity to clarify systems.

The students group spoken to during the course of this inspection reported feeling safe. They indicated that they always know where to find a warden.

## STAFFING

The intended outcomes for the following set of standards are:

- Students are adequately supervised by staff.
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.
- Students are looked after by staff following clear residential and welfare policies and practice.
- Sound relationships between staff and students.
- Students' personal privacy is respected.
- There is careful selection and vetting of all staff and volunteers working with students.

**Students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking procedures.**

### Standard 29 (29.1 - 29.13)

**While resident at the college or in college arranged accommodation, students know which member of staff is responsible for them and are able to contact them when necessary.**

#### Key Findings and Evidence

#### Standard met?

3

The students spoken to were clear about the wardening system and how to contact the wardens if required. Inspectors were shown a rota, which confirmed that adequate warden cover is provided. Wardens cover gaps in the rota due to sickness, in the first instance the senior warden. Students can contact wardens in a number of ways, they are given a mobile phone number, can speed dial from internal telephones or can go to the wardens office which is centrally located.

Following a member of staff leaving in December 2003, the warden team remains under staffed. Inspectors were informed that the college is currently seeking to appoint an additional warden. At present the senior warden/student liaison officer is covering for the shortfall on the duty rota. This leaves cover thin one night each week when the senior warden could potentially be the only warden left on site. The senior and the assistant warden are both male. Tutor wardens include male and females and the student wardens are all female. This enables a mixed gender team to be on duty each evening.

If students are away from college on organised trips arrangements for contacting a warden will vary. In general students have a mobile number for the warden that accompanies them and contact details for a warden that remains on site. The wardens ensure that they take relevant information with them on trips, including emergency contact telephone numbers.

Wardens aim to restrict unsupervised access to students under 18 by adults who are not students or staff, by working in partnership with the college's site officers. The Estates and Facilities Manager is responsible for vetting contractors and the site officers have responsibility for supervising contractors when they require access to student hostels. If site officers work in hostels they will either work in pairs or under the supervision of a warden. Inspectors were informed that under 18's do not remain on site during holiday periods.

**Standard 30 (30.1 - 30.11)**

**All staff with particular responsibilities for the supervision of residential students or the provision of student welfare services have job descriptions reflecting those duties, have appropriate competence, receive induction training in those responsibilities when newly appointed, and receive regular review of their supervisory and student welfare practice, with opportunities for continuing training.**

**Key Findings and Evidence****Standard met?****2**

Inspectors were shown relevant job descriptions for each warden post. These accurately and clearly reflect his or her individual responsibilities and duties and state the person to whom each warden is accountable. Evidence was found on personnel records indicating that wardens have relevant qualifications and/or experience for their responsibilities and duties.

The senior warden is responsible for ensuring that wardens are familiar with the college's child protection procedures and for offering guidance on identifying and supporting students who may present a risk of suicide, however no formal training has been organised. Inspectors would recommend that relevant training be identified and provided for wardens.

The senior warden offers informal supervision to his team but there are no formal supervision arrangements. Inspectors saw evidence of appropriate annual appraisal for some staff. Tutor wardens receive an academic appraisal and inspectors were unable to clarify whether this included appraisal in relation to their warden duties. Inspectors recommend that this is clarified and that the senior warden has input into tutor warden's annual appraisal. No arrangements are made for the appraisal of student wardens as they are rarely appointed for more than 12 months, however it is planned that at least one of the current student warden's will remain in post in the next academic year and inspectors would recommend that adequate appraisal arrangements be therefore made.

Due to the tutor wardens dual roles it can be difficult for the senior warden to arrange training for these staff. Inspectors would recommend that the college considers how best to ensure that all wardens key training needs are met.

The counsellor holds an appropriate qualification and works to the British Association of Counsellors and Psychotherapists standards.

**Standard 31 (31.1 - 31.4)**

**All staff with responsibilities for supervision of residential students or the provision of student welfare services are provided with up to date written guidance on the college's policies and practice for the supervision of residential students and the safeguarding and promotion of their welfare. (This document is not necessarily a single document.)**

**Key Findings and Evidence****Standard met?****2**

The college provides a Staff Handbook that provides details of employment terms and conditions, college policies and procedures. A Wardens Handbook has also recently been developed. This includes information on the, Student Code of Conduct, warden's procedures and critical incident management. The information included in the warden's procedures should serve as a useful reference point for new and existing staff setting out warden's primary procedures and routines.

The Wardens Handbook meets a number of the recommendations set out in Standard 31.3. However a number of the policies included have yet to be ratified and some were found to be incomplete. The complaints section of the handbook appears to be a copy of advice offered to students rather than specific guidance for wardens on how they should respond to a complaint. The incident management section is unfinished, for example under suicide/attempted suicide no information is provided. Limited guidance is offered in relation to child protection, this does identify the Director of Student Services as the named liaison with social services, it does set out the limits of confidentiality, it warns against asking leading questions and does state that wardens will receive training. However, no guidance is offered in relation to the possible signs and symptoms of abuse, specific guidance upon how disclosures should be recorded is not included and clear timescales for notifications to other agencies is not set out. Inspectors have therefore recommended that additional guidance should be included in the Warden's handbook. (*Links to Standard 3*)

**Standard 32 (32.1 - 32.3)**

**There are sound staff/student relationships including an understanding of respective roles, rights and responsibilities.**

**Key Findings and Evidence****Standard met?****3**

Students described being well cared for by the warden staff, on the whole they described positive relationships with wardens and reported that if they had concerns or worries they would feel able to approach individual wardens. This is further confirmed by the questionnaire responses from students. Staff and young people described a positive sense of community where members 'looked out' for one another. Inspectors observed many positive interactions.

Where there have been disagreements these appear to have been handled sensitively and satisfactorily. The senior warden has an 'open door' policy encouraging students and staff to approach him with any problems they may be experiencing.

Whilst there are written statements regarding staff and student code of conduct, Inspectors were unable to find any specific written guidance regarding warden-student relationships; the addition of this guidance in the Wardens Handbook would be beneficial.

**Standard 33 (33.1 - 33.3)****Staff supervision of students avoids intruding unnecessarily on students' privacy.****Key Findings and Evidence****Standard met?****3**

Students did not raise privacy as an area of concern. On the whole they reported that wardens were sensitive to and respected their right to privacy. However the students did feel that some of the domestic staff did not always observe their right to privacy. They said that some domestic staff would knock their bedroom doors but then just walk in and not wait to be invited or for a reply.

Supervision of students is achieved by appropriate patrolling of the hostels and grounds. Care is taken not to intrude unnecessarily on students whilst in their individual rooms. Clear guidance, which appears to be followed in practice, is provided for wardens that set out their authority to search individual bedrooms. Wardens must have a specific reason to consider a search; they are expected to seek the student's permission, to have consulted with their senior and to not conduct a room search alone. In practice room searches are rare, and where these have taken place the police are usually in attendance.

Hostel meetings are held approximately six-weekly. There is an expectation that wardens will have access to bedrooms during these meeting to inspect for damage, but again this is done with the individual students consent and only in their presence.

**Standard 34 (34.1 - 34.7)**

**Recruitment of all staff (including ancillary staff and those on a contract/sessional basis) and volunteers who work with students under eighteen includes checks through the Criminal Records Bureau at the Standard or Enhanced level as applicable to their role with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.**

**Key Findings and Evidence****Standard met?****1**

The college has written procedures that outline the recruitment process. Inspectors had access to personnel files and audited these against Standard 34.2.

The college checks applicant's identity against an official document through the CRB process. Those staff appointed since the establishment of the Criminal Records Bureau have been CRB checked. Other employees have been police checked. There is no system in place to update CRB checks. Inspectors were informed that a member of staff might be allowed to start work prior to CRB clearance on the condition that they do not have unsupervised access to students. Inspectors did not consider this arrangement to be suitable for wardens due to the level of contact they inevitably have with students; Inspectors recommend that both CRB clearance and satisfactory references are received prior to commencement of employment.

Reference request letters do not specifically ask for any known reason why the person should not be employed to work with young people. Inspectors recommend that this is added. References are taken up from applicants most recent employer and a second reference was found on all but one of the files inspected. The college does not contact directly each referee to verify the reference as recommended by standard 34.2(iv).

A written record of interview is maintained on file although no evidence was found of checks on proof of qualifications as recommended by standard 34.2(vi). A full employment history was found on each of the files inspected, but inspectors were told that the college does not make contact with each previous employer involving work with children as recommended in standard 34.2(vii).

The senior warden, assistant warden and a number of the tutor wardens live on site. Inspectors were informed that no specific guidance is provided for other adult members of these households. Inspectors recommend that these are provided setting out the standards of conduct and probity expected of them as resident on the campus, including guidance on contact with students and their responsibilities to supervise their guests. This should also include information on the sanctions available to the college should these standards of conduct be breached. Inspectors were informed that the college does not currently require adults who live on the campus, but are not employed by the college, to complete a CRB check. Inspectors would recommend that the college arrange for all such adults to complete a CRB check at least at the standard level.

Inspectors were informed that agency staff are rarely employed. Where they are the college expects to receive evidence from the agency of appropriate checks.

**Standard 35 (35.1 - 35.3)**

The college does not allow any member of staff (including ancillary staff, sessional/contract staff or volunteers) to have regular contact with students under 18 unless that member of staff has been satisfactorily checked with the Criminal Records Bureau.

**Key Findings and Evidence****Standard met?**

3

Inspectors were informed that the Estates and Facilities Manager has responsibility for establishing the level of checks completed on contract and sessional staff. The wardens and site officers have some responsibility for supervising these staff whilst in residential areas. These workers have limited access to hostels and are expected to be supervised by either a warden or site officer wherever they may come in to direct contact with students.

The college site is open to the general public and numerous visitors. (*Links to Standard 37*)

## PREMISES

The intended outcomes for the following set of standards are:

- Students are provided with satisfactory living accommodation.
- Students have their own living accommodation, secure from public intrusion.
- Any security or surveillance measures provide security to protect students without compromising their privacy.
- Students have satisfactory sleeping accommodation.
- Students have adequate and adequately private toilet and washing facilities.
- Students have access to a range of recreational areas.
- Students are given reasonable protection from safety hazards.
- Students are suitably accommodated when ill.
- There are arrangements to ensure that student's clothing and bedding are adequately laundered.
- Students can buy food and personal requisites while accommodated at college.
- The welfare of students placed by the college in lodgings is safeguarded and promoted.
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short stay basis.

### Standard 36 (36.1 - 36.8)

Student residential accommodation (including sleeping and living areas), and other accommodation provided for students, are appropriately lit, heated and ventilated, suitably furnished, accessible to any students accommodated who have disabilities, and adequately decorated, cleaned and maintained.

#### Key Findings and Evidence

#### Standard met?

2

The halls are well lit and ventilated and students said that they were always warm. Some of the furnishing within the halls were a little tired but were comfortable. The communal areas were small and they are not very welcoming. The students complained to the inspectors that they didn't have more chairs in the communal areas of hostels. Senior staff indicated that a previous fire officers' report has required all common room areas to be regarded as escape routes with furniture limited to a minimum. Staff also provided evidence that the common room areas have been refurbished over the last three years and are subject to a continuous programme of replacement and decoration.

There was no evidence of vandalism but both staff and residents said that there was an issue regarding repair and maintenance. The Estates and Facilities manager said that the team he has is not really adequate for the three sites they have to cover, especially the residential hostels. This manager told inspectors that the maintenance team were really just 'fire fighting' and unable to really maintain or improve things. The students group spoken to during the course of this inspection complained that repairs often take a long time, fridges often do not work, windows were not opening properly.

Only the Ridgeway hostel provides accommodation for disabled students. This hostel is new and consequently the facilities are of a high standard. There has been substantial investment here. There is a lift for the students to be able to access the first floor. There are 4 ground floor bedrooms and these bedrooms are adequately equipped. However, the



doors into the hall, along the corridor and to the bedroom itself do not have access pads and it would not be possible for a disabled young person to open these doors without assistance. This is the same at the student information and advice centre. However, there is a wheelchair stair lift in this building.

Despite its shortfalls, the accommodation is very convenient to the other college facilities; the residential units are a very short walk from the restaurant and the recreational areas, and within easy reach of the various teaching areas.

#### **Standard 37 (37.1 - 37.6)**

**As far as is practicable, students' residential accommodation is reserved for the use of those students designated to use it, and protected from access by the public.**

#### **Key Findings and Evidence**

#### **Standard met?**

**2**

The accommodation for the students is for their use alone. They are able to invite friends into the hall but they have to leave by 11pm. The under 18 year olds are not allowed into the over 18yrs old halls. These arrangements are set out in the Residency Agreement that students sign.

Members of the public have access to parts of the college. During organised events, the inspectors were informed that marshals are responsible for security in addition to the normal warden supervision. The students said that although parts of the college are open to the public and that there are public events there has never been an issue regarding members of the public being found or seen near or in the halls. They said that these events are well supervised by the wardens and staff. The students did say that those who lived on the ground floor did not always feel safe in leaving their windows open during the day. The college are planning to fit window restrictors to the first floor windows. In the inspectors opinion this should also be extended to the ground floor windows to provide extra security.

It is a recommendation that increased security measures be put in place. The inspectors acknowledge that given the nature of the college site, the public rights of way through the college grounds; the many visitors that come to the college, as individuals or families, or in groups and the many functions that take place on the college premises, there will inevitably be a challenge in preventing or deterring unauthorised public access.

**Standard 38 (38.1 - 38.4)**

**Any security measures, provision of security staff, and CCTV or other surveillance equipment on college premises contributes positively and effectively to student safety and welfare, but does not compromise or intrude upon their reasonable privacy.**

**Key Findings and Evidence****Standard met?****3**

The college operates a CCTV system. Cameras are located on the outside of the buildings with the exception of the Avon Centre common room. There are 7 cameras in total with one recording machine. This machine records in sequence moving from camera to camera, so that at any one time only one view from one camera is being taped. There are no cameras in the hostels. In the inspectors opinion the CCTV is not covert and there is no concern about any breach of privacy. No concerns were expressed by students in relation to the use of any security measures.

Members of the public have access to parts of the college; during organised events marshals are responsible for security, in addition to the wardens. Wardens will routinely challenge unknown adults.

**Standard 39 (39.1 - 39.11)**

**Student bedrooms are suitably furnished and of sufficient size for the accommodation and needs of the students accommodated.**

**Key Findings and Evidence****Standard met?****2**

The hostels are divided up into male and female units. The resident students all have single bedrooms. There are 4 duty rooms, which are doubles. These are used by non-resident students during their duty week.

The bedrooms are of a good size with adequate storage, a desk, chair and bedside cabinet. All bedrooms have their own sinks. These rooms are in need of redecoration, as they are looking tired. All bedrooms are fitted with carpet. The beds are comfortable and the college has recently replaced a large number of mattresses. All bedrooms have windows, which provide adequate ventilation, but these windows do not have window restrictors. These should be fitted to both first and ground floor windows for the student's safety.

All the students have a key, which opens their bedroom, the boot room for the hall and the front door. As well as the main lock on the bedroom doors the bedroom door have a rotating lock system. This system is used to monitor the whereabouts of students. The system is in need of revision, as students told the inspectors that it is possible to turn these to red after they have left their rooms. Students are able to personalise their rooms.

The inspectors observed that many students have to use electrical adaptors to provide them with enough electrical sockets. This was even evident in the bedrooms which had been provided with multi wall sockets.

**Standard 40 (40.1 - 40.5)**

**Adequate toilet and washing facilities should be readily accessible to students, with appropriate privacy.**

**Key Findings and Evidence****Standard met?****2**

There are an adequate number of baths, showers and toilets within the residential provision and these are easily accessible from all bedrooms. The students said there was not an issue regarding privacy when using these facilities.

The showers in Old Sarum and Stonehenge were not working properly. The Students group spoken to during the course of this inspection told the inspectors that there was a fault with shower in Old Sarum, which they first reported in September 2003. It remains that these students are only able to adjust the heat in these showers with a pair of pliers.

Students have washbasins in their rooms, but there are not washbasins, with soap, hot water and hand drying facilities adjacent to all toilets (Standard 40.3).

The college should replace the locks on some of the bathrooms, showrooms and toilets so that they can if needed be opened from the outside. Within the Ridgeway block the toilet/bathroom facilities are en suite with the appropriate handrails and call bell system.

**Standard 41 (41.1 - 41.5)**

**Students have access to a range and choice of safe recreational areas, both indoors and outdoors.**

**Key Findings and Evidence****Standard met?****3**

Each of the hostels has a small common room, which is adequate for the number of residents.

The main common room in the Avon Centre is well equipped with 6 computers, 2 pool tables, three slot machines, a jukebox and cash machine. Leading off this is the student bar, which has a television. The bar connects to the foyer room and the main hall, which is used for discos and dances. There is also a T.V. room with a video player. This complex had adequate toilet facilities. There is also disabled access and facilities.

Students have access to a wide variety of sports areas outside.

**Standard 42 (42.1 - 42.7)**

Indoor and outdoor areas used by, or accessible to, students are free from reasonably avoidable safety hazards.

**Key Findings and Evidence****Standard met?**

1

The windows on the first and ground floor of the halls must be fitted with window restrictors. The upper unrestricted windows represent a significant risk of falling and the ground floor windows risk of access by intruders. The students raised this as a cause for concern in their discussions with the inspectors.

The risk assessments at the college have been highlighted in Standards 27 and 21. The college has a Health and Safety policy, which cross references to other relevant policies and procedures. In particular the policy and procedures on risk assessments and fire safety need to be improved.

The college should also review its procedures for carrying out PAT tests. Inspectors observed that a lot of the college equipment in the hall has not been tested at all. They should also look at providing a system for testing the student's electrical equipment. The college has a risk assessment that states that the students should not use multi adaptors. However, the inspectors saw these being used in many of the student's rooms.

**Standard 43 (43.1 - 43.2)**

Suitable accommodation and care area available for the care of students who are ill.

**Key Findings and Evidence****Standard met?**

9

Not applicable

**Standard 44 (44.1 - 44.4)****Adequate laundry provision is made for students' clothing and bedding.****Key Findings and Evidence****Standard met?****2**

The residential provision in the college has two washing machines and two tumble dryers. This is for potentially 70 students. There is also another washing machine in the equine centre.

Students spoken to during the course of this inspection identified problems about the lack of laundry provision. Several said they always take their washing home. But this is not possible for all students. Some indicate that they would not use the laundry as their clothing is spoiled in machines that are used for heavily soiled garments.

Information given by staff subsequent to the inspection indicates that the laundry provision is not heavily used. It is difficult to ascertain if this is because the provision is adequate or if the students concerns about the quality of the provision lead them to take their washing home. An advisory recommendation is made.

**Standard 45 (45.1 - 45.2)**

**Students are able to purchase basic foods and minor necessary personal and stationery items while accommodated at college.**

**Key Findings and Evidence****Standard met?**

3

The college has a coffee shop, which is well stocked with basic foods, soft drinks and personal toiletries. (This shop is not open at weekends). There is also a college stationery shop, which carries a large stock. The items in both shops appeared to be competitively priced.

**Standard 46 (46.1 - 46.10)**

**Any lodgings arranged directly by the college to accommodate students under 18 provide satisfactory accommodation and supervision, are checked by the college before use, and are monitored by the college during use.**

**Key Findings and Evidence****Standard met?**

9

Standard not applicable.

**Standard 47 (47.1 - 47.5)**

**Any off-site short-stay accommodation arranged by the college for any of its students provides satisfactory accommodation and supervision, is checked by the college, where reasonably practicable, before use, and is monitored by the college during use.**

**Key Findings and Evidence****Standard met?**

3

The inspectors were informed that the college is not involved in arrangements for student accommodation off-site.

As part of their courses, many students have work placements arranged by the college. The inspectors were informed that an outside firm is responsible for ensuring the Health and Safety status of these work placements and that the accommodation arrangements are made directly by the students. The role of the college is limited here to just providing contact details.

Whilst the inspectors consider this standard is met, they would encourage the college to make it very clear to the students and parents that the accommodation arrangements when students are in work placements are not the responsibility of the college.

**PART C****LAY ASSESSOR'S SUMMARY****(Where Applicable)**

NA

**Lay Assessor**

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**Signature**

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**Date**

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## PART D

## PRINCIPAL'S RESPONSE

### D.1 Principal's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 4 May 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

The College welcomes the recent report and particularly those comments made about the appropriateness of the level of supervision and quality of care and personal welfare support.

College staff found the inspection team helpful, approachable and generally understanding of the pastoral issues relevant to students in Further Education.

The College is however disappointed with some of the comments and assessments made in this report and invites the inspection team to re –consider those highlighted below.

We actively encourage College Faculties and Functions to acknowledge shortcomings and deficiencies in the annual Self Assessment procedure and make our assessments against OFSTED requirements, our own quality standards and both internal and external audit. The College's Further Education and Work Based Learning provision was roundly praised in the 2003 OfSTED Report. Although not co-terminal in their scope some of the comments are curiously at odds with comments made in this recent inspection.

We also find some assessments at variance with student perceptions as ascertained by the "commended" college feedback mechanisms and the Inspectors' own observations. In some cases a very small sample of student views, elicited in part by poorly designed questionnaires, appear to override the inspectors' own judgements based on objective criteria and observation. When asked to complain students will. When asked whether they are happy with their life at Lackham almost all our students are usually very complimentary.

The quality of questionnaires was generally poor (a point made prior to the inspection) and the ones aimed at parents and staff particularly vague, confusing and ambiguous.

It is not appropriate for us to criticise Inspectors for standards set, but we would expect the interpretation of those standards to take into account the history and inadequacy of FE funding, especially with respect to building maintenance, and the steps that have been taken since Wiltshire College was established in 2001 to improve accommodation which had been seriously neglected.



**Action taken by the NCSC in response to Principal's comments:**

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Principal's comments/factual amendments were incorporated into the final inspection report

YES

Principal's comments are available on file at the Area Office. The inspector believes the report to be factually accurate

YES

**Note:**

In instances where there is a major difference of view between the Inspector and the Principal both views will be made available on request to the Area Office.

**D.2 Please provide the Commission with a written Action Plan by 21 June 2004, which indicates how recommended actions and advisory recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.**

**Status of the Principal's Action Plan at time of publication of the final inspection report:**

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

NO

Provider has declined to provide an action plan

NO

Other: <enter details here>

