



Champions for
Social Care
Improvement

inspection report

Further Education College Or Boarding School
for Pupils aged 16+

Walford & North Shropshire College

Walford Campus

Baschurch

Shrewsbury

Shropshire

SY4 2HL

28th April 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**

Walford & North Shropshire College

AddressWalford Campus, Baschurch, Shrewsbury, Shropshire, SY4
2HL**Tel No:**

01691 688000

Fax No:

01691688001

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

Walford & North Shropshire College

Name of Principal

Mr R Pugh

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

N/A

Date of Inspection Visit		28th April 2004	ID Code
Time of Inspection Visit		09:30 am	
Name of CSCI Inspector	1	Lorraine Briggs	072942
Name of CSCI Inspector	2	Janet Oxley	
Name of CSCI Inspector	3	Julian Parker	
Name of CSCI Inspector	4		
Boarding Sector Professional Inspector		Angela Tear	
Name of Establishment Representative at the time of inspection		Mrs Mary Young Mr Emlyn Murr	

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 Commission for Social Care Inspection (CSCI) 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 CSCI in respect of Walford & North Shropshire College. 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
<p>Walford and North Shropshire College is a tertiary institution that is the product of a merger between a small rural Tertiary College and Shropshire's land-based college in January 2001. Its main campus is in the market town of Oswestry. Walford campus offers the following:</p> <p>College farm with a 200 cow commercial dairy herd, Cereal and Arable Units, Animal Care Centre with domestic and exotic breeds Equine Centre with indoor riding school, outdoor ménage and DIY livery accommodating up to 40 horses. Specialist engineering and motor vehicle workshops. Horticultural glasshouses, arboretum and nursery.</p> <p>The college offers residential accommodation with priority being given to students on land-based courses for whom daily travel presents particular problems. The Senior Warden allocates accommodation. The accommodation largely comprises of single study bedrooms with washbasins, bathrooms, showers and social/kitchen areas. One room in Haughmond block has been specially adapted to allow disabled access. There is a free laundrette on site.</p>

PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

The college has been particularly proactive in embracing the National Minimum Standards regarding the accommodation of students under 18. They have demonstrated a comprehensive understanding and proactive approach in their application of the standards. The effective communication between staff and their enjoyment and commitment to their roles has been particularly evident throughout the inspection process. Students have particularly commented regarding the support that they receive from the Wardens and Student Support staff. It has been apparent that there have been many improvements made to the accommodation and activities provided especially within the past three years. The college has further plans for new residential facilities to accommodate 190 students in en-suite rooms. The range of welfare support literature available (e.g. leaflets, posters) to students is very good and freely available around the campus.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

The college has already identified the need to either refurbish or replace existing residential accommodation.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

Of the 44 standards that apply to the college, 32 standards were considered to be fully met, 8 were considered to be exceeded and 4 were identified as having minor shortfalls. It is clear from inspection findings that the college has identified the minor shortfalls that appear in this report and have a plan in place to rectify them.

NOTIFICATIONS TO SECRETARY OF STATE

Is Notification of any failure to safeguard and promote welfare to be made by the Commission for Social Care Inspection 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:

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 actions 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	FE19	Each student has access to a suitably secure place to keep valuables and possessions e.g. lockable drawer or cupboard.	01/09/04
2	FE30	There is recorded evidence on staff personnel files that written references have been applied for.	01/09/04
3	FE30	Two written references must be available on each personnel file.	01/09/04
4	FE41	In future developments of residential provision it is recommended that common room facilities are reviewed to ensure that facilities available reflect the number of students resident.	01/09/04

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	FE3	A formal policy is developed that explicitly prohibits sexual relationships between staff and students under 18.
2	FE29	Formal and recorded arrangements are in place regarding Warden cover at the weekend.
3	FE30	Job descriptions are revised to ensure that they correspond to current role and location.
4	FE30	When a member of staff transfers their job internally, this is supported with evidence that a formal interview has taken place.
5	FE30	The organisation of staff personnel files be reviewed.
6	FE44	The washing machine and drying facility should be reviewed to ensure that it is adequate to meet the needs of laundering football kit.
7	FE42	Although not the responsibility of the college. The issue of student / staff safety when crossing the road between the two college sites must continue to be rigorously pursued by the college.

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	YES
• DfES (if a school)	YES
'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	YES
Individual interview with student(s)	YES

Date of Inspection	28/04/04
Time of Inspection	09.00
Duration Of Inspection (hrs.)	57
Number of inspector Days on site	3

COLLEGE INFORMATION

Overall Age Range of Residential Students: From

16

 To

32

Number of Residential Students under 18 at time of inspection:

BOYS	27
GIRLS	11
TOTAL	38

NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS

6

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 CSCI 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)

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"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?	3
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All of the required elements of this standard are met by the college. Policies and procedures such as the Residential handbook and Wardens Handbook are monitored and held in each of the residential units. It was considered that the documents reflect the current practice at the college. The Student Handbook is used as a tool by personal tutors and reinforced through the Tutor weekly news.

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?	4
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The College has a concise and informative policy in place that identifies clearly the numerous forms in which harassment may be presented. The policy gives useful examples of what would be considered unacceptable behaviours within the college.

The policy develops logically into practical procedures for dealing with harassment, intimidation and bullying. There is evidence to confirm that as with other college policies and procedures the Director of Customer Services keeps the Harassment policy under review.

In practice all students new to the college and their parents are informed about expected codes of conduct when they attend Information evenings in September. This code is included in the student handbook and reinforced by the positive relationships between wardens, lecturers and students. Students have a number of avenues by which they can report any concerns they may have while living at Walford

Wardens and college staff receive training accredited by the Area Child Protection Committee for the early recognition of all forms of child abuse and associated protection

concerns. The complaints records examined during the course of this inspection indicated no harassment or bullying concerns.

Percentage of residential students under 18 reporting never or hardly ever being bullied:	100	%
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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?	3
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There have been no child protection inquiries or allegations recorded by the college.

The college have pragmatic arrangements in place for the protection of students whilst recognising their individual rights to make choices concerning their lives and behaviour. The college seeks to enable students to make safe, responsible and legal choices.

The college has produced a succinct informative Student Protection Policy and Procedure that is available for all wardens and college staff. The procedures contain an up to date list of college and agency contact numbers should a child protection event emerge. Copies of the ACPC procedures are retained on both principal college sites.

All college staff are introduced to Child Protection issues by an Induction Training presentation that includes Case Study examples.

The college policy and procedure while being comprehensive and thorough is advised to make the prohibition of sexual relationships between staff and students under 18 more explicit within the codes of staff conduct for the reassurance of students and parents and professional protection of college staff.

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
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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?	4
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An explicit Disciplinary policy applies to all students, whether full time or part time, while attending Walford and North Shropshire College.

The policy has an informal stage where the staff and tutors will have attempted to deal with the presenting problems through dialogue, warning and a student signed file attachment.

Where informal means prove unsuccessful a formal procedure (identifying when the presenting difficulty is repetitive or is conduct of a serious nature) is introduced. At this stage

the student is informed in writing and asked to attend a first stage formal disciplinary interview. The resulting interview, involving the Head of School, Senior Tutor or Senior warden and the student accompanied by a friend relative or member of student services will hear the case to determine the nature of any further action.

The rationale for any decision is made known to the student in writing. A student may receive 2 formal written warnings, after which the student will be referred to a senior manager and a third stage meeting convened. This meeting will reconvene the stage two staff, the Senior manager and will additionally involve an independent member of staff.

On assessing all relevant statements and evidence a decision will be made concerning whether disciplinary action is required. A student may only be permanently excluded by either the Deputy Principal or the Director of Customer Services. A student may be suspended from the college immediately by a senior manager where a member of staff has reason to believe that an act of gross misconduct has been committed.

The College disciplinary procedure includes an appeals process.

The records provided for the CSCI inspection identified examples of situations when the use of these procedures had been necessary. The records indicated that students were fully informed and involved with the process. Students countersigned evidential recordings. Records additionally indicated effective communication (telephone and written) about incidents between the college and the student's parent.

The college has developed informative guidance for wardens to assist establishing and promoting consistent and acceptable standards of behaviour from students thereby effectively minimising the need to resort to formal procedures.

The tariff of sanctions available to the wardens and tutors for dealing with unacceptable behaviour range between informal warnings to exclusion. Return to the college may be conditional and may include the removal of residential privilege.

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?

3

Walford and North Shropshire College have developed an open complaints policy that states within its information and complaints sheet that it 'welcomes complaints to assist with its commitment to the continuous improvement of the service it provides'. The complaints procedure offers a response (not necessarily a resolution) to the complaint within 5 working days.

Information, and complaints forms were seen to be widely available for students across both principal college sites and during the inspection students spoken with and comments submitted in pre inspection questionnaires confirmed that they were fully aware that they could use the complaints process to forward any concerns they had about any aspect of the college services.

The information made available for residential students in their Residential Students Guide indicates that they may contact the Commission for Social Care Inspection as an

independent assessor of complaints.

Students are able and advised to use the services provided by the college Student Support Services should they feel dissatisfied with how their concerns or complaints have been handled.

The college Senior Management Meeting convenes monthly during which all complaints and responsive actions are reviewed. The college principal collates and monitors all complaints received. Copies of all complaints received were made available for this inspection. The content of the complaints generally indicated that students felt well able to express a wide range of concerns about the quality of the service they received.

On less formal level inspectors noted that the Student Services team canvassed the views of students about the facilities and services provided by the college. The college's management team addressed these comments with a briefing note being published as a response. Such a proactive response to students concerns is considered a positive indication of student empowerment and positive method of reducing the volume of formal complaints.

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

0

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

0

Number of complaints made to CSCI 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's policies relating to alcohol and substance misuse are made known to students through preadmission open evenings, the general student handbook and the Student Residential Handbook. The college supports a no smoking policy and asks students to ensure that no drugs are brought or used on college premises. Under age drinking is prohibited.

Students over 18 can purchase cans and bottled beer at the Walford club. The college wardens, because of their familiarity and knowledge of students can control on site under age drinking and strictly manage this venue. Wardens have established a positive relationship with the North Shropshire Police, who offer licensing advice and attend the college should their services be called upon.

Inspectors noted a wide variety of leaflets, brochures and audience appropriate drugs drink, alcohol and sexual health related information available for students across both college sites. During interview the wardens demonstrated an awareness and pragmatic approach to dealing with these occasional expressions of student life.

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

Individual health records are kept regarding each of the students, these are held within the Wardens information. Should a student become ill and require medical treatment, the record sheet containing essential information is taken along with the student. A policy regarding confidentiality is in place. Staff on site and Student Support staff demonstrated their knowledge of health needs. All residential students are registered with the Baschurch medical practice.

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?	3
Clear management arrangements are in place. Mr Emlyn Murr is the Senior Warden. All staff within the college receive induction training. Throughout the inspection process it was evident that there is a uniform approach to the College's residential provision. A positive example regarding the management of the residential provision is the joint recent review of the catering provision. A development plan for the college is in place.		

Standard 9 (9.1 - 9.3)

The college is capable of satisfactorily managing crises affecting students' welfare.

Key Findings and Evidence	Standard met?	3
A range of full policies and procedures are in place. There is a clear action plan which identifies who is going to do what. The policy for evacuation was noted as being impressive to the inspection team. Discussion with a range of staff indicated that the Foot and Mouth Disease crisis was handled very well.		

Standard 10 (10.1 - 10.4) Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together.		
Key Findings and Evidence	Standard met?	3
No concerns were identified during the inspection process. Students confirmed that they are able to contact Wardens throughout the night and that Wardens respond. All risk assessments were seen to be in place, these were well recorded.		

Standard 11 (11.1 - 11.4) An appropriate range and choice of recreational activities and provision is made for students under 18.		
Key Findings and Evidence	Standard met?	3
It was considered that there is a good choice of activities that are available to students both on and off site. Students confirmed that they are able to make suggestions to the Senior Warden who in turn makes arrangements for visits and activities. It was clear that the staff are constantly reassessing and introducing 'new' activities, this proactive approach is commended. Additionally students have access to 'enrichment' activities every Wednesday afternoon. An 'off campus' agreement is signed by the parent or guardian and is held by the college.		

Standard 12 (12.1 - 12.3) Students under 18 are consulted over accommodation and welfare provision.		
Key Findings and Evidence	Standard met?	4
It was considered that the above standard was exceeded. Evidence to support this score includes: regular student surveys with recorded analysis of results, the Student Services team and the role that they have to ensure students are supported in attending college and successfully complete their chosen programme. The college has an electronic mail address for student consultation 'have your say @', the views of parents and guardians are formally sought and in February 2004, 93% positive comments were received.		

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

It was considered that this standard was exceeded. Each of the students are assigned a personal tutor, Student Services and Wardens provide additional support. The students consulted particularly noted the excellent support that they receive from the team of Wardens. All students have access to confidential personal counselling. Telephone numbers of appropriate help-lines are well publicised, on notice boards and contained within handbooks. A peer support project is to commence in May 2004.

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**

The college is proactive in relation to health care matters, students have access to the RISK and SAFE schemes. Dental matters are addressed and the Wardens Information includes contact of an emergency dentist. There is a list of location of all first aid boxes in the college and residential provision. All of the Wardens hold a certificate in First Aid. A central record of all accidents and incidents is held, this is regularly monitored.

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**

If a student is ill, they either remain on site and are regularly monitored by the team of Wardens, or they go home. The duty Warden is responsible for liaison with their parents/guardians to confirm travel arrangements.

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**

All students are given information regarding the College Counselling Service; this includes information of how to contact the service. Leaflets regarding the scheme were seen on display throughout the college. A Counsellor is on site one day per week and also offers an on-call service. If the College is made aware of any student undergoing times of personal stress, an assessment is made by Student Services, this is confidential, appropriate information is shared with the team of Wardens.

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

There was no evidence to suggest that any student was experiencing discrimination. The Campus has a disability statement. An equality and diversity policy was seen, supported by monitoring reports. An Equal Opportunity Monitoring survey is undertaken on an annual basis, developments aims and objectives are planned from this. Physical access to Walford College has improved with development of internal ramps and disabled toilets. One bedroom has been designed in order that it may accommodate a student with a physical disability.

Standard 18 (18.1 - 18.5)

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

Key Findings and Evidence**Standard met?**

4

Evidence gathered demonstrated that the college exceeds this standard. The majority of the students go home at the weekends. Parents may visit at anytime, but not understandably during academic teaching time. There are several pay-phones, mobile 'top up' cards are on sale in the refectory and students may use the college telephone located in the Warden's office. In February parents and guardians were asked in a survey if they were satisfied regarding placements, progress and the support students receive – there was a 93% positive response.

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

Each of the accommodation blocks has a coded key pad entry, and each student has a key to their own room. Students do not as yet have a secure place within their room such as a lockable drawer, cupboard or locker.

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?	4
<p>It was considered that the college exceeds this standard.</p> <p>Student Services staff stated that Personal Tutors are asked to use the Student Handbook as a working tool (also weekly tutor news) during Induction/Welcome/Guidance. There is close liaison between both sets of staff.</p> <p>There are opportunities for year 11 pupils to visit the campus; schools liaison officers arrange workshops. The college holds open days and evenings.</p> <p>There is an Induction policy; the process for all students' induction is appropriate to their programme of study.</p> <p>On exit from the college, Personal Tutors undertake interviews, these are recorded.</p>		

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?	3
<p>Risk assessments are the delegated responsibility of the Estates Manager, Mr Peter Morris. The Senior Management Group monitors all complaints monthly with responsibility for response and action being co-ordinated by the Director of Customer Services, Mary Young. The College Principal retains a central record</p>		

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?	3
<p>Scolarest provides catering at the college. Both Ruth Davies (General Manger) and Mark (Walford Campus Manager) were interviewed as part of the inspection process.</p> <p>Meal times were well supported by staff and students and indicated that much choice is offered. Specialist diets are catered for.</p> <p>The last inspection by the Environmental Health Officer took place on 6/02/04, the report following the visit indicated that the overall standard of hygiene is good and measures to ensure food safety are in place.</p> <p>A campus survey regarding catering has taken place and results shared with the Inspectors. It was clear from discussion that regular catering reviews are undertaken these are assessed and improvements sought.</p> <p>Food is incorporated into the students activity programme; events such as pancake evening and bacon bap night have been well supported.</p>		

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?****3**

Plenty of access to drinking water was seen throughout the campus, students commented that the quality of the water was not so good in the hostels. Each of the hostels has basic catering equipment: microwave, toaster and kettle. Students may purchase microwavable snacks such as frozen pizzas from the refectory.

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?****4**

Mr Peter Morris the College Estates Manager is responsible for all matters relating to the Fire safety across all the college sites. The inspector noted that the amalgamation of the differing Walford and North Shropshire College principal and satellite sites has presented a challenging undertaking that is being continually addressed.

It was noted that a full and independent Fire Risk Assessment of the College sites had been commission from Modern Fire Extinguisher Services Ltd taking place between December 2003/January 2004. In response to the reports findings the college has produced a comprehensive Action Plan for responding to requirements and recommendations to fully comply with its Health and Safety responsibilities. This is noted to be a considerable task on which action has already commenced.

It was noted that on the Walford site fire alarm testing is the responsibility of caretakers. The recording of such tests was considered somewhat confused (ie multiple sites being recorded in one record book with no indication of which alarm point had been used as a trigger). The Inspector heard from Mr Morris that the college was aware of differences in practice across sites and as a solution was in the final stages of introducing an IT based 'Read Only' recording system for data insertion that would additionally facilitate comprehensive monitoring of these statutory checks.

All fire alarm activations on the college sites are treated as potential fires and as such the full fire evacuation procedures are expected to be followed. At this inspection eight 'drills', a number resulting from false alarms (such as burnt toast activating alarms) were noted to have occurred between July 2003 and February 2004. These responses exceed the requirement for tests prescribed by this standard.

There has been no formal fire inspection by Shropshire Fire and Rescue Service of Walford College since April 2002. All requirements arising from that visit have been introduced.

The centralised compliance records compiled by the Colleges Estates Manager confirms that the regular testing and maintenance of emergency lighting, fire alarm systems and fire fighting equipment has taken place across all Walford and North Shropshire College sites

The College has produced a range of draft procedures that consider the emergency evacuation of buildings across all campuses, the emergency evacuation of disabled people and specific to the Walford site a set of Actions in the event of a full scale Emergency, including Fire Evacuation.

The college is to be commended for the thoroughness and thought given to complying with the Fire Precautions Regulations.

Standard 25 (25.1 - 25.3)

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.

Key Findings and Evidence	Standard met?	3
There was no evidence to suggest that student welfare is compromised by onerous or unusual demands.		

Standard 26 (26.1 - 26.2)

The college makes satisfactory provision for the welfare of any young people aged under 18 it accommodates who are not its own students.

Key Findings and Evidence	Standard met?	9
This standard does not apply.		

Standard 27 (27.1 - 27.7)

Identifiably high-risk activities provided for students, particularly outside the normal educational day, are competently supervised and accompanied by adequate and appropriate safety measures.

Key Findings and Evidence	Standard met?	3
<p>The agricultural studies environment at the Walford campus provides a range of activities and areas of study where there are potential hazards.</p> <p>The Colleges approach to its Health & Safety responsibilities are laid out by its Health and Safety Policy Statement (under the HASAWA 1974), reviewed March 2004 and applied through a broad range of procedures. Included within the policy are statements relating to how the college practices will address Health and Safety Risks arising from work activities, consulting with employees, the safe handling of substances, information available, instruction and supervision, assessing competency for tasks and giving training, dealing with</p>		

first aid and work related ill health, emergency procedures and monitoring practice. An impressive range of risk assessments covering all aspects of living studying and working at the college had been compiled. There was evidence to support that the risk assessment process has also been applied to day to day living in the student accommodation.

Risk assessments indicated periodic review and development as practices or situations changed. The inspector heard that an IT database was being developed for a central record of assessments that would facilitate ongoing and planned reviews.

Where students under 18 wished to become involved in activities with an element of risk parental consent was noted to be required. All activities involving risk, both on and off campus are supervised by staff who are appropriately qualified.

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

Evidence gathered during this inspection indicated that students are supervised appropriately during free time. Students commented that they feel well cared for. Parents or guardians are asked to complete and sign an 'off campus agreement' and a 'residential agreement', this enables students to participate in off site activities arranged by college staff. The agreements are clearly written.

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

Wardens who cover the campus have a formal rota, all of the students consulted were aware of the rota and how to find the Warden if required.

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

The college provides a formal induction process, supported by an induction pack containing relevant information for all new employees. The induction pack indicates further sources of information that will assist new recruits to acclimatise in the rather complex organisation.

The college asserts that it is committed to developing the skills and abilities of every employee through a program of continuous professional development. This statement was supported by an outline of the programmed in house courses available for the period January to July 2004. The college also has a formal staff training plan for individual wardens / lecturers linked to the formal appraisal system.

The Job Descriptions for the Senior Warden and Wardens specified the full range of duties involved with the post.

Where staff identify that students under 18 require a degree of support related to their emotional welfare these individuals would be redirected to the Student services staff to access confidential personal counselling. This service is advertised by 'flyers' available across the college campus.

Staff files examined during the course of the inspection identified that wardens received annual appraisals.

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?

3

Walford and North Shropshire College have produced a comprehensive yet easy to use Wardens Handbook that includes copies of all the relevant policies and procedures relating to residential living at the college. The file also includes a code of conduct for staff.

The hand book identifies how wardens should go about their day to day duty of promoting the welfare of students and keeping good order. It also forms a repository for important staffing detail and procedures to be implemented in emergencies.

Clear procedures are available for reference should a student go missing from the college.

The wardens spoken with over the course of this inspection were fully conversant with the content of the wardens handbook and their individual duties.

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?****4**

During the inspection time spent on site staff/student communication appeared to be positive and relaxed. There was evidence to support where a student has made a complaint concerning staff/student disagreement, this matter is closely monitored. Inspection findings indicated that there is a good system of communication in place; this is of particular note due to the merger of the two colleges some 3-4 years ago.

Standard 33 (33.1 - 33.3)

Staff supervision of students avoids intruding unnecessarily on students' privacy.

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

A confidentiality policy is in place. None of the students consulted during the inspection raised concerns regarding privacy issues.

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?****3**

The range of 8 staff files examined concentrated on staff providing support and resident student oversight on the Walford campus. Files examined were of the Wardens / Warden lecturers and Student support staff. All files contained current enhanced Criminal Records Bureau checks. Files showed that a number of staff had been employed by the agricultural side of the college for many years predating the merger between the Walford and North Shropshire College. These staff had made internal transfers to become wardens. In such cases apart from an application form, there were no recent references or evidence of interview to support their qualification (other than by familiarity with) for the post. It is recommended that where internal transfers take place, in the absence of the full Employment Opportunities recruitment process the rationale for such transfers is recorded on the personnel file.

Only one recently appointed staff member's file contained two full references. It is recommended that all files contain two references in support of the candidate. The inspector heard that where only one reference had been received the second referee would be contacted by telephone for a verbal reference. It is recommended that this practice be recorded in the interim until such time as a second written reference is secured.

It is also recommended that staff files be organised into a consistent format with a contents sheet for ease of audit and to assist internal monitoring as to whether all essential supportive documents are in place.

Where file references are kept separate for reasons of confidentiality the location of such documents must be signposted within the personnel file.

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

There was evidence to suggest that students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking process. There are coded access locks to each of the accommodation blocks.

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?

3

Students are provided with satisfactory living accommodation, there are plans to further develop the residential provision by the addition of 190 en-suite study bedrooms.

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?	3
Each of the accommodation blocks is accessed via a coded door lock. Each student holds his or her own key.		

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?	9
This standard does not apply.		

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?	3
All but one of the residential accommodation blocks offers single accommodation. Students stated that the accommodation is warm and comfortable, bedding is laundered for students. Students stated that they had adequate space and did not feel overcrowded.		

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?	3
It was considered that students have adequate and adequately private toilet and washing facilities.		

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?	2
It was considered that the common room facility does not currently meet the needs of students who are residential, in particular the female accommodation.		

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?	3
<p>Standard 27 has indicated that a broad range of comprehensive Risk assessments are in place relating to high risk and other activities at the college. The colleges Health & Safety Committee that meets regularly review newly emerging concerns and risk assessments. The inspector heard from Mr Peter Morris, Estates Manager, that there is a current drive to standardise the risk assessments onto an IOSHH recommended format.</p> <p>The senior warden, MR Emlyn Murr, retained those risk assessments specifically concerning residential students on the Walford site.</p> <p>On this visit Inspectors expressed concern about the hazard presented by the main road bisecting the two sides of the Walford campus. The absence of any effective speed restrictions on this road presents a considerable hazard to pedestrians crossing between sites. Inspectors heard that this matter had been forwarded for the attention of the County Council Highways Department but had yet to receive any formal response.</p> <p>The Estates Manager identified that the college now retains on site, in compliance with EHO regulations an Asbestos register that is brought to the attention of all site contractors.</p>		

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?	3
Students either stay in their own room or go home.		

Standard 44 (44.1 - 44.4) Adequate laundry provision is made for students' clothing and bedding.		
Key Findings and Evidence	Standard met?	3
There are free laundry facilities available for use of residential students. The female residential block has its own washing machine and tumble dryer. Football Academy students have their sports kit laundered for them; they reported that this service was good. The lady responsible for laundering the football kit indicated that sometimes especially during muddy weather one machine was inadequate. Students may buy washing powder at the refectory.		

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 refectory is open from 09.00 – 19.00 for students to buy snacks, drinks etc. The shop in the Walford Club is open each evening, this sells snacks, toiletries, cards, drinks and stationary. A bar is open on nominated evenings, this is staffed by the wardens (who are well aware of students ages!). There are vending machines throughout the college campus. Additionally there are opportunities to shop in nearby towns whilst out on trips and activities arranged by the college.		

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
This standard does not apply		

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?**

9

This standard does not apply.

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

Signature

Date

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 28th April 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

NO

Comments were received from the provider

YES

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

NO

Principal's comments are available on file at the Area Office but have not been incorporated into the final inspection report. 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 15th 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>

NO

D.3 PRINCIPAL'S AGREEMENT

Principal's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I _____ of _____
confirm that the contents of this report are a fair and accurate representation
of the facts relating to the inspection conducted on the above date(s) and that
I agree with the recommended actions made and will seek to comply with
these.

Print Name _____

Signature

Designation

Date _____

Or

D.3.2 I _____ of _____
am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____

Signature

Designation

Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Principal both views will be reported. Please attach any extra pages, as applicable.