

inspection report

Further Education College Or Boarding School
for Pupils aged 16+

College House (Eastleigh)

College House
Shepherds Lane
Compton
Winchester
Hampshire
SO21 2AB

15th September 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

College House (Eastleigh)

Address

College House, Shepherds Lane, Compton, Winchester,
Hampshire, SO21 2AB

Tel No:

01962 712816

Fax No:

01962 711975

Email address:

chouse@eastleigh.ac.uk

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

College House (Eastleigh)

Name of Principal

Mr Lau-Walker

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

Tracey McAdam Student Support Manager and Stephen Shaw Head of 14-18 Provision

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

NO

CSCI Classification

Further Education College

Type of college

General Further Education
College

Date of last welfare inspection:

N/A

Date of Inspection Visit		15th September 2004	ID Code
Time of Inspection Visit		10:00 am	
Name of CSCI Inspector	1	Bridgette Lowe	155465
Name of CSCI Inspector	2	Fiona Armfield	
Name of CSCI Inspector	3		
Name of CSCI Inspector	4		
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Establishment Representative at the time of inspection		Tracey McAdam Student Support Manager	

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 College House (Eastleigh). 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>College House is a residential unit operated by Eastleigh College for young people of mixed gender who have moderate learning disabilities. The students must be enrolled on the Continuing Education Course at Eastleigh College in order to be assessed to live at College House and develop their independence skills. The students are aged between 16 and 20. The unit is located in a semi-rural location, six miles north of the main college campus. The unit has a mix of 5 single and 4 shared bedroom accommodation. There are also two self contained, one bedroom, fully equipped Independent Living Flats for students to practice independence skills. This can be for short periods, or longer, in preparation for students leaving the unit. The position of the unit offers easy access to public transport. The unit operates Monday to Friday term time only. The unit is leased from Hampshire County Council.</p>

PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

College House is an invaluable resource for Eastleigh College, with very positive attitudes to its students. Its induction and leaving programmes are very appropriate to the needs of the students, focusing on student independence effectively. Communication amongst teaching and welfare staff and between staff and students is extremely positive with a high emphasis on student involvement.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

The unit would benefit in greater health protocol procedures and guidance for staff. The décor needs minor attention and the outside of the unit windows would benefit from some maintenance.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

In conclusion the College management of College House is both proactive and has the students education and welfare needs central to all its work. Eastleigh College has a Beacon Status awarded at its last OFSTED inspection earlier this year. College House has also been awarded an approved Charter Mark Award for Excellence that expires in December '04, but the team are already in the process of renewing this award. The inspectors evidenced College House were not only meeting the National Minimum Standards in most areas, but were exceeding them in areas that related to student welfare and consultation.

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:

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 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	FE7	(i)The unit must ensure that each student with health needs has an individual Plan specific to their health needs. This action must provide clear guidance for staff.	1.11.04
2	FE34	(i)All recruitment checks must ensure staff are CRB checked at the appropriate enhanced level. (ii)Written references must be verified by direct contact.	1.11.04
3	FE36	It is recommended that the window frames receive some maintenance work.	1.04.05
4	FE19	The manager provides keys to all young people for their bedroom cabinets.	1.12.04
5	FE21	The inspectors recommend that each young person has an individual risk assessment.	1.12.04
6	FE24	The fire evacuation log needs to detail time evacuations took place and whether any action was required.	1.12.04

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

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
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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	NA
Visit to Sanatorium	NA
Visits to lodgings	NA
Individual interview with student(s)	YES

Date of Inspection	15/09/04
Time of Inspection	10.00
Duration Of Inspection (hrs.)	14
Number of inspector Days on site	2

COLLEGE INFORMATION

Overall Age Range of Residential Students:

From

16

To

20

Number of Residential Students under 18 at time of inspection:

BOYS

3

GIRLS

10

TOTAL

13

NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS

0

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) |
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"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?	3
The units statement of principles and practice contained all the information required under this standard and accurately reflects the current practice at the College. There are clear sections detailing areas such as admission procedures, accommodation, staffing, welfare and support facilities and recreational activities. The document is sent to all parents and is available on site for students and staff. There are plans for the college to put the statement onto the College web site. The College House Statement of Principles and Practice was last reviewed and updated in July, the manager needs to ensure the review dates are recorded clearly on the document.		

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
<p>50 % of the pupils response in the questionnaires reported never or hardly ever being bullied. The remainder of questionnaires stated sometimes having been bullied. However during the group discussion with students the inspectors were told that bullying wasn't a problem. The group consensus was that if the students had any concerns it was handled promptly, properly and fairly by the staff. The unit has a clear counter bullying policy and disciplinary procedure, which has three stages to it, to deal with any bullying incidents. All the students have a college code of conduct in their college handbook and there are clear behavioural rules decided by the students displayed within the unit. The inspectors were able to evidence work with young people around anti- bullying. The students have written a counter bullying statement that has been incorporated within the student handbook. Information on counter bullying is given to both students and parents in the welcome pack and the student handbook. The unit is currently adopting the 'No Blame' approach, but is awaiting further information and training. The staff spoke about being proactive in preventing bullying and the inspectors were informed the College is currently awaiting further guidance from the DfEs in relation to the Welfare of Children including information on counter bullying. The inspectors viewed a draft copy of a staff handbook specific to College House that will include information on counter bullying. Currently staff are given the welcome pack to familiarise themselves with policy on bullying and harassment as part of their induction.</p>		
Percentage of residential students under 18 reporting never or hardly ever being bullied:	50	%

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
<p>The College has 3 designated members of staff to whom staff are expected to take any child protection concerns, one of which is the unit Manager who is a qualified social worker. The inspectors viewed an appropriate Child Protection policy that was compliant with local Area Child Protection Committee procedures and Working Together to Safeguard Children guidance. A new member of staff spoke of safe care working and understood the units Child Protection procedures. The unit manager is currently drafting a whistle blowing policy which is to be included in the units staff handbook. Eastleigh College has a brief overview of Child and Vulnerable Adult Protection within its staff handbook. All staff were able to identify Child Protection training in their questionnaires. Guidance and procedural guidelines are available for staff within the duty managers handbook.</p>		
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?**

3

The staff draft handbook clearly states the unit does not permit sanctions or the use of physical restraint. The College has a clear student disciplinary policy. All the students understood the policy and were able to discuss the 3 stage procedure. The policy is displayed in both student handbooks and the welcome pack. The policy clearly sets out behaviours which are not acceptable. The unit has a process of 'time out' if needed, where students can return home for a short period, agreed by the Head of provision. The College has a code of conduct available to all its students.

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

The inspectors viewed the complaints log that monitors trends and levels of complaints, actions and outcomes. The complaints procedure is contained in all material given to both parents and students. There is a flow chart detailing how to make a complaint and contains information on people to complain to, including details of the Commission. The inspectors viewed a protocol for staff to follow on how to take a complaint correctly and courteously. All complaints made since this time had been actioned and followed through appropriately.

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**

Inspectors viewed clear guidance for students within the student handbook on the prohibited use of drugs and alcohol and obscene material. The house rules are discussed with the students as part of their induction and all students conveyed this to the inspectors during the group meeting. The College staff handbook has information regarding useful contacts for staff, students and parents in relation to local drug and alcohol agencies. The college has protection system and random remote viewing on internet access to protect students from accessing obscene material. All these areas are covered in the students PSHE work at College. Staff have had training in drug and alcohol awareness.

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?****2**

The inspectors viewed medical questionnaires filled in by parents, including allergies, medication and brief details of medical conditions and actions required. The unit needs to ensure that there are clear, comprehensive protocols available for staff, including guidance in dealing with health and welfare issues. Students must have specific health and welfare risk assessments detailing any specific provision that may be needed. All information was stored confidentially and securely.

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
The staff handbook contains clear lines of accountability. There are a range of individuals who are charged with the welfare of the students, including key workers, personal tutors and the College counsellor. The college has a variety of self-assessment tools that it uses with staff, students and parents. Parents and students views were collated and data was seen in relation to accommodation and student welfare. College House has a separate Charter where it promises commitment to do their best in working with students towards independence. A new member of staff spoke of a positive and informative induction. The inspectors viewed a draft whistle blowing policy which was to include details of the commission.		

Standard 9 (9.1 - 9.3)

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

Key Findings and Evidence	Standard met?	4
The College has a very comprehensive crisis management system in place in the form of a disaster recovery plan, including a risk register and risk management plan. There was evidence of this being used effectively in the past few months. The crisis management plans, contacts and details were reviewed in June '04 and were evidenced in the duty managers handbook. The inspectors also viewed a range of risk assessments that covered a range of complex areas including major disasters and how to promote the welfare of any students concerned. The on call system supported any eventuality with contact details of the Chief Executive.		

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
<p>College House Statement of Principles and Practice clearly outlines accommodation available at the unit. Male and female students are accommodated at the same level and there is no separation of students of under or over 18. There are two self-contained independence flats, five single rooms and four shared rooms. There is no cross gender sharing. The students spoke of being consulted over accommodation and action was taken to implement their choices.</p>		

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
<p>The inspectors were able to evidence a long list of recreational activities that were available to the students that focuses on developing independence and socialising skills. The students spoke of being instrumental in the decision making process. Both parents and students indicated, through questionnaires, all activities were a positive part of living at College House. Activities included bowling, cinema, swimming, going to pubs and restaurants and choosing DVD's and videos. There is a computer suite within the unit that the students can use independently in the evenings.</p>		

Standard 12 (12.1 - 12.3) Students under 18 are consulted over accommodation and welfare provision.		
Key Findings and Evidence	Standard met?	4
<p>The students are consulted on a daily basis. There are group house meetings, key worker sessions, tutorials, suggestions book and comments book. The students attend their reviews and are instrumental in setting the house rules. The manager spoke of how students opinions were encouraged and valued in regard to appointments of new staff. Surveys are used with students as part of their induction and on leaving the unit. It was evident to inspectors at the time of inspection that students were positively encouraged to air their views. There was evidence that comments made by students through the suggestions and comments books, had been acted upon.</p>		

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?

3

Students spoke of being able to go to all staff working at the unit, personal tutors and the College counsellor. The College Counsellor featured as quite an important person to the students and meets all students at College House as part of their induction. There are details of all the people students can contact for support, including phone numbers, within the welcome pack. Each student has a key worker. The College handbook has a variety of useful numbers and help lines detailed within it. There are small quiet meeting rooms within the unit where students can talk to staff privately. Residential and College staff have regular monthly meetings to discuss any welfare issues.

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**

All the students at the unit remain registered with their own G.P. All the staff have an appropriate 4 day first aid qualification. The inspectors viewed parental consent for emergency medical treatment held on the students' files within the unit. Consent from parents for both emergency treatment and household medication is also held at the main College campus. The arrangements for care of an ill student are clearly detailed in the student handbook, this includes going home if too unwell to attend College. The inspectors viewed an appropriate accident book. Medication was seen to be stored and administration recorded appropriately. Students were signing the medication records. The duty handbook contained contact details in case of infectious diseases. The unit has a statement in the student handbook relating to students not bringing in non-prescribed medication.

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**

Students return home if unwell. This is stated clearly in the student handbook.

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**

The manager spoke of staff being able to make direct referrals to the Community Health Team Nurse in response to individual student health needs. A duty doctor is available if needed and contact details are held within the Duty Managers Handbook. All students are able to access the College counsellor and the inspectors evidenced this resource being used. The inspectors were unable to evidence any personal care plans, but the manager spoke of these being in place where needed.

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?**

4

The college principles, beliefs and practices are clearly outlined in both College House literature and Eastleigh College information. There is a disability statement, race equality and equal opportunity statement within the staff handbook. Staff at the unit have received training in equality and diversity as part of their core induction training. The College disciplinary procedure also protects against any racial assault or harassment. The main College campus has a prayer room and the manager spoke of meeting any students' cultural or religious needs. The staff work positively to promote independence and follow anti discriminatory practice. The College has recently undergone a Disability Access Survey that included College House.

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

The unit has a payphone, which is in a main corridor for the use by students. If the students require privacy for phone calls, provision would be made to use the office phone. Many of the students had their own mobiles that they were able to use freely. The unit holds parent focus groups to discuss areas such as benefits and enable social gatherings. The unit also has a regular newsletter for parents. Students spoke of parents, siblings and relatives visiting the unit. All students and parents visit the unit prior to becoming residential to discuss living at the unit and to have an assessment.

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

The students are able to lock their money in the unit safe. The inspectors viewed the students signing out money at the time of inspection in their debit/credit books. All the students are encouraged to budget on a weekly basis as part of their independence training. The students also budget when using the independence flats. All students have a key to their bedrooms and lockable cabinets within their bedrooms, although all the students were unable to locate the keys to these cabinets.

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**

The students have a very thorough and informative Induction process. This includes 2 overnight stays as part of an assessment, two interviews, consultation with the student to gain their views and information in the form of a student handbook and welcome pack. The students were able to use the independence flats for periods up to three months in preparation for leaving. Parent questionnaires were positive about the students' independence education and preparation for transitioning to other provisions. The manager spoke of involving numerous multi-agency groups in preparation for students moving on.

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?****2**

The inspectors viewed risk assessments covering a range of areas. The risk assessments all had review dates and were monitored regularly. The College works to Hampshire County Councils offsite activities guidelines. Student activities both on and off site were appropriately risk assessed. The inspectors were unable to view individual risk assessments, but the manager spoke of these being in place where needed. The inspectors would recommend that each young person has an individual risk assessment on file.

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**

The inspectors shared a meal with students and staff, which the students had been instrumental in preparing. All the students attend catering as part of their college course curriculum. There are always vegetarian options on the menu and students were able to make menu plans and preferred choices. The unit has an environmental Health Report every three years, the last one evidenced by the inspectors 9.9.03, this had no outstanding recommendations. The kitchen was not ideal for its current usage. The kitchen had limited storage space, old units and the design and layout that restricted student movement, especially when clearing up. Staff had an appropriate Food Hygiene and Handling certificate.

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
The students were able to access the kitchen for snacks and drinks at all times.		

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?	2
The inspectors viewed the fire log contained all the appropriate checks. The inspectors were unable to tell what time the fire evacuations took place and whether any action was required. There was a building risk assessment. The unit had a grab bag that contained a first aid kit, contact details of all the students and the duty manager's handbook. All the students were able to discuss the evacuation procedure with the inspectors.		

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
The students were able to plan their evenings to ensure they had a reasonable amount of free time.		

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 is not applicable.

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

The College follows Hampshire County Councils guidance and policy for off site activities, including any high-risk activity. Two members of staff have the Leader in Open Country Qualification. The inspectors viewed risk assessments for the unit activities and also gained parental consent for high risk activities such as using public transport and unaccompanied visits.

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

Parents receive the policy on staffing within the welcome pack and have to sign to say they have read and agreed with the staffing complement. There are two sleep-in members of staff at night. The manager spoke of having provision to increase staffing if a students welfare needs warranted it.

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

Students are given contact names and numbers of staff across the college provision, within the student handbook. When travelling independently the students have contact details of the unit staff and the inspectors were able to see evidence of telephone support being given where there had been changes in public transport. All the students were clear about the role of their key worker. All the staff have a 4 day first aid qualification.

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?

3

All staff had a job description and receive regular monthly supervision. The staff receive a yearly appraisal that provides opportunities for training and updating staff. Each member of staff has a staff development log. Staff receive an induction programme and induction handbook.

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

Within the Eastleigh College staff handbook there are details for staff regarding support, promotion of welfare and safeguarding students. The inspectors viewed a draft copy of the College House Staff handbook, which the unit manager is currently developing. This covers areas such as, main duties and responsibilities, whistle blowing and child protection, security and fire evacuation.

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

The inspectors were able to observe positive interactions between staff and students. The young people were able to express themselves openly to staff and their views treated with respect. The students reported that any disagreements between themselves are dealt settled fairly by students with support from staff if needed. Student questionnaires reported staff being 'nice' and 'caring for me well'.

Standard 33 (33.1 - 33.3)

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

Key Findings and Evidence**Standard met?**

3

There was no evidence to suggest that the privacy of students was compromised in any way. All bathrooms were private and each student had lockable bedroom space. Staff spoke of knocking bedroom doors and waiting for a response before entering. The staff do not carry out room searches.

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?**

2

The unit only uses one member of agency staff that is well known to both staff and students. The inspectors were able to view the agency staff details including appropriate CRB checks at an enhanced level. CRB checks are currently being done on unit staff at the standard level. At the time of inspection the inspectors viewed an e-mail from Human Resources department detailing that all CRB checks on staff working with students 14-18, were to be at the enhanced level. This included the units staff being re-checked. The college take up two references, one of which is from the previous employer, but one file sampled only had one reference present. The College is currently not following references with a telephone call, but inspectors evidenced within the e-mail that the new College practice will include taking up written references and following up with a phone call. All staff are routinely checked against the List 99.

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

The unit has contract cleaners who only come in when students aren't present. The unit has systems in place to ensure the safety of students and does not allow visitors unsupervised access to students.

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 Unit is leased from Hampshire County Council. The units furnishing were appropriate, free from breakages and in reasonable condition. The layout and location of student sleeping, dining and recreational areas suited the needs of the students. One student spoke of the corridor walls needing brightening up and one parent spoke of bathrooms being Spartan and bedrooms needing more colour. The unit manager spoke of future plans of redecorating bedrooms and involving the students. The outside wooden sash windows are in desperate need of maintenance. The paint is flaking and chipped and in cases the wood looks significantly eroded and possibly rotting.

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**

The unit is set aside from the residential area with a pleasant garden. The building is used by day by both residential and non-residential College students. There are appropriate security measures to ensure no unauthorised access to the unit.

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 unit has a security firm that patrols the grounds twice nightly. This is clearly detailed in the statement of Principles and Practice. The staff spoke of ensuring the students were aware of such practices. The sleep-in staff have walkie talkie contact and a silent panic alarm which goes straight through to the police in the event of an intruder.

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**

The inspectors viewed both single and shared bedrooms. The students are able to personalise their rooms. The students spoke of being able to choose their preferred room. The rooms don't contain a study desk, but the unit has the computer study room that students can access freely if needed. The unit has two self-contained independence flats, with bedroom, en-suite bathroom, kitchen and lounge/dining room. All students would have an opportunity to access those flats resource on a programmed weekly stay. The flats had also been used to prepare students for greater independence on preparation for leaving. All students are able to lock their bedroom doors.

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
<p>There are sufficient toilets and washing facilities. Each bedroom has a hand basin within it. All bathrooms were private and lockable, including the option to unlock the doors from the outside in the event of an emergency, except one downstairs toilet did not have this lock system. The water temperature was very hot, this was remedied at the time of inspection to ensure student safety.</p>		

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
<p>The unit had a large garden, music/common room, games room, 2 television lounge areas and computer suite. The students were able to access their rooms at all times.</p>		

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>All upstairs bedroom windows are fitted with restrictors. Staff receive training in risk assessing and there are comprehensive systems for accident and emergency reporting. The College has a health and safety officer on the main College campus, that visits the unit when required. The health and safety policy is outlined in the Eastleigh College staff handbook.</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?	9
<p>Students return home if they are too ill to attend College. The unit does not have a sick bay.</p>		

Standard 44 (44.1 - 44.4) Adequate laundry provision is made for students' clothing and bedding.		
Key Findings and Evidence	Standard met?	3
The laundry room was seen to be satisfactory. All the students were shown and supported to do their own laundry. The inspectors viewed a student guidance book designed to help students use the laundry room equipment.		

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 students were able to spend their own money independently. The College has a refectory and there are plans for a College shop to be opened after the October half term holiday.		

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
The College does not provide lodgings for students.		

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
All appropriate checks are followed within Hampshire County Council Offsite Activities Guidance if students attend field trips or activity holidays.		

PART C

LAY ASSESSOR'S SUMMARY

(Where Applicable)

Lay Assessor

Signature

Date

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 15 September 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

The college supports and welcomes the process of external inspection as a further endorsement of the College's existing quality assurance systems. The CSCI report is confirmation of an excellent student centred and unique provision.

Eastleigh College was awarded Beacon status in february 2004 following on from it's successful OFSTED inspection published in april 2003.

College House is now in the process of applying to renew it's Charter Mark Award for Excellence which should be completed by December 2004.

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

Amendments to the report were necessary

☐

Comments were received from the provider

☐

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

☐

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

☐

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 17 November 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

☐

Action plan was received at the point of publication

☐

Action plan covers all the statutory requirements in a timely fashion

☐

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

☐

Provider has declined to provide an action plan

☐

Other: <enter details here>

☐

D.3 PRINCIPAL'S AGREEMENT

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

D.3.1 I _____ of (Eastleigh) College House 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 (Eastleigh) College House**
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.

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